



NFDA

NATIONAL FRANCHISED DEALERS ASSOCIATION

Autumn 2020



The Voice

The Official **NFDA** magazine for the Industry

In this issue...

NFDA -

The Voice of Automotive Retailers

“Working for you”



Sue Robinson - NFDA Chief Executive



David Newman - NFDA Chairman

- > Ongoing Government Lobbying
- > Dealer Attitude Survey and manufacturer liaison
- > COVID-19 guidance
- > Post Lockdown Automotive Retail Survey
- > Regular dealer meetings and communications
- > Working Groups
- > Drive My Career

Electric Vehicle Approved (EVA) scheme reopens



England could reopen from 1 June, a fortnight before other non-essential retailers: this was of great importance to the sector - a major win!

During the lockdown, the automotive industry joined forces to have a stronger voice and provide businesses with a reliable source of guidance. NFDA worked closely with dealers, the SMMT, and manufacturers to provide feedback to Government and produce a detailed **guide for dealerships reopening**.

Over the past months, we focused on addressing the variety of issues this unexpected crisis threw at us.

Whilst the Government guidance has been helpful, much of it has caused further questions for dealers of different size and scale. For example, clear guidance and clarity was needed on the details in the **Job Retention Scheme** as well as **online sales** and **vehicle deliveries**.

NFDA has regularly written to key Government departments including HM Treasury, the Department for Business, Energy & Industrial Strategy (BEIS) and the Department for Transport (DfT) to urge them to address the most pressing matters affecting retailers.



The situation was very fluid and developed on a 24/7 timeline with frequent announcements as well as changes in legislations. The Government's financial support measures ranged from VAT deferment, cash grants, delayed tax payments and the Business Interruption Loan scheme. Again, clarifications as well as guidelines showing businesses how to benefit from these were needed.

NFDA has been sending our members timely updates in addition to a daily **COVID-19 bulletin**, where we included detailed legal guidance, as well as regular

communications such as a dedicated website area, weekly newsletter, social media and magazine.

What's next for motor retailers?

We were aware that after focusing on absorbing the shock and limiting the damages caused by the pandemic, the sector had to immediately concentrate on the recovery phase and how to do business safely and efficiently going forward.

Positively, commuters looking to avoid public transport have been considering alternative ways to travel which benefited car sales. Social mobility driven by environmentally friendly cars plays a crucial role in our society and we will continue to highlight this.

As a trade association, we must not overlook the vast number of issues currently affecting our members.

We have had well attended and engaging Finance & Insurance, Used Cars, EV, IT and HR **working groups**. These continue to provide us with key insights into dealers' main concerns allowing us to set our priorities over the coming months.

We have responded to several Government consultations affecting the sector, including the **2035 proposed ban on the sale of internal combustion vehicles**.

The Brexit deadline is looming and whilst we have been stressing how damaging a no-deal Brexit can be, we are supporting businesses in planning for any scenario.

As **Block Exemption Regulations** will expire in 2022 and 2023, we are working closely with our European counterparts and the European Commission to represent dealers' interests.

History has shown that motor retailers are resilient, and, for the long-term future of the industry, we must continue to work hard and adapt to overcome present and future challenges.

I am confident that as an industry we can work through all the challenges and return to growth.

SUE ROBINSON, NFDA Chief Executive, talks about the challenges that faced dealers during the lockdown and what NFDA has done to support its members.

COVID-19 has presented multiple, significant challenges for the automotive sector and the whole country.

On the business side, keeping showrooms shut for over two months due to something entirely out of our control was not an issue we were expecting to have to deal with.

This was all new. First, focusing on helping businesses remain viable through the lockdown, secondly ensuring staff stability and wellbeing, and now, after businesses reopened, making sure that this is done safely for both staff and customers.

Franchised dealers have worked extremely hard and delivered on these key points.

Going forward, we must continue to support consumer confidence and provide customers with the best possible experience. Dealers are aware of this and strive to continuously improve their offering to the consumer both at dealerships and online. It is encouraging that retailers have been busy since reopening.

The retail automotive sector is one of the pillars of the UK economy, it has a turnover of around £200 billion and employs 590,000 people. The stability of our sector must be protected.

How did NFDA support dealers?

Following our lobbying efforts, the Prime Minister confirmed **car showrooms in**



Making Inroads into Government – NFDA lobbying during COVID-19



Since the outbreak of the coronavirus, NFDA has supported franchised dealers not only through regular updates and communications but also thanks to an increase in lobbying that allowed us to best represent dealers' interests with the Government.

17 March – NFDA CALLS ON GOVERNMENT TO SUPPORT DEALERS

On 17 March 2020, NFDA wrote a letter to the Chancellor of the Exchequer, the Rt Hon Rishi Sunak MP and Alok Sharma, Secretary of State for Business, Enterprise and Industrial Strategy, to urge the Government to support franchised retailers during the outbreak of the Coronavirus.

"The retail automotive sector employs 590,000 people in the UK and businesses must be protected through supportive fiscal measures during the outbreak of the Coronavirus.

The impact of the virus is going to be felt across every part of the economy and especially in the retail sector. Revenues from vehicle sales and services will not only be impacted by the introduction of social distancing measures, but also by the widespread shutdown of European car and parts manufacturing.

There is a real danger that if the Government is only targeting support at one group of businesses (SMEs), some big businesses will fail, causing business interruption in any case for SMEs that contract with them. The automotive retail sector needs to be protected regardless of size".

NFDA BATTLES TO KEEP WORKSHOPS OPEN

In March, NFDA wrote to the Department of Transport (DfT) and the Department for Business, Energy and Industrial Strategy (BEIS) to highlight the importance of keeping workshops open to continue to service and repair vehicles used for freight and by key workers during the COVID-19 crisis period.

On 24 March, the Government confirmed that workshops could stay open during the Coronavirus outbreak as technicians were considered as key workers keeping "road passenger and freight transport modes operating during the COVID-19 response".

27 March – NFDA URGES HM TREASURY TO CLARIFY COMMISSIONS ISSUE IN JOB RETENTION SCHEME

In March, we lobbied for clarity around the inclusion of sales executive bonuses in the Coronavirus Job Retention Scheme furlough calculations.

"Monthly bonuses and commissions form a normal part of employees' monthly 'earnings' in the retail automotive industry and salespeople in franchised dealerships rely heavily on the commissions they regularly receive.

"It is vital that the Government clarifies this issue as soon as possible to provide significant relief to workers operating in this key sector".

Following our lobbying efforts, we welcomed further details released by the Government about the Job Retention Scheme on 4 April 2020. NFDA took immediate legal advice and was subsequently able to confirm to dealers that additional earnings, such as commissions and bonuses, would be included in the scheme.

15 April – CAMPAIGN TO EXTEND BUSINESS RATES RELIEF IN NORTHERN IRELAND FOR THE RETAIL SECTOR

"In England, retail businesses are enjoying a business rates holiday of 12 months – four times longer than that proposed for Northern Ireland.

[...]On 2 April, the Scottish Government announced that it was following England by introducing 100% full-year relief for businesses in the retail, hospitality, leisure and aviation sectors".

"It is now time for Northern Ireland to follow suit".

On 19 May, Finance Minister, Conor Murphy announced an unprecedented £213m rates support package for businesses. Under the scheme it was announced that, the sectors hardest hit by the pandemic, including automotive retailers, would pay no rates for the full financial year up until 31 March 2021.

APPRENTICESHIP LEVY: NFDA HIGHLIGHTS DEALERS' CONCERNS TO PARLIAMETARY UNDER SECRETARY OF STATE FOR APPRENTICESHIPS & SKILLS

"To alleviate the challenges currently facing businesses, it is the widely held view of our members that the time given to employers to claim apprenticeship levy funds before they are withdrawn should be extended. Allowing an extension of this kind is likely to strengthen the business case for employers to continue recruiting apprentices, given that the funds can only be used for the purposes of training".

The Prime Minister has recently announced that the Government will be reforming the apprenticeship system so that unspent funds can be used more easily to support apprenticeships not just in big companies, but in the SMEs where there is so much potential for job creation

On 21 April, NFDA wrote to the Rt Hon Alok Sharma MP to illustrate how to enable the retail motor industry to resume trading illustrating social distancing and virus prevention measures at vehicle retail outlets.

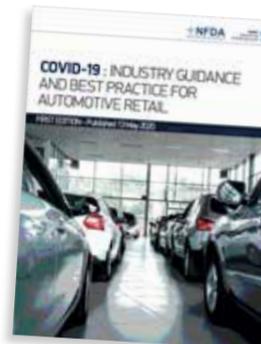
11 May - NFDA emphasises to the Department of Business Enterprise and Industrial Strategy (BEIS) why it is 'essential to open car showrooms to businesses and workers as soon as possible'

"Accessing a car for work purposes is not purely a matter of discretionary spending. It is often needed to sustain a business and many livelihoods".

AUTO RETAIL SECTOR READY TO GET BRITAIN MOVING AGAIN, AS NFDA AND SMMT PUBLISH SAFE RESTART GUIDANCE

On 13 May, the UK automotive retail sector signalled its readiness to get back to work, with the publication of sector-specific guidance by the National Franchised Dealers Association (NFDA) and Society of Motor Manufacturers and Traders (SMMT) to help ensure all showrooms are safe spaces for employees and customers.

"People need cars to get back to work. Often, getting work done requires the use of a vehicle. It is positive that the automotive industry is working together to resume business as soon as possible in line with the government's guidelines. The guidance will allow automotive retailers to provide the best possible service in sales and aftersales while protecting staff and guests. Automotive retailers are resilient and will be working hard to overcome any challenges to safely welcome customers back to the showrooms".



18 May - 'RESTARTING THE AUTOMOTIVE SECTOR SAFELY': NFDA WRITES TO THE PRIME MINISTER

"Franchised dealerships provide reliable motor vehicles – cars, vans and commercial vehicles – which are essential for many people to get to work and to undertake their work safely and efficiently. The automotive retail sector needs to be open to serve the workforce"

DEALERSHIPS IN ENGLAND ALLOWED TO REOPEN ON 1 JUNE

A fortnight before other non-essential retailers: automotive retailers are ready to safely welcome customers back

Northern Ireland

13 May – LETTER TO NORTHERN IRELAND EXECUTIVE URGING TO REOPEN CAR DEALERSHIPS AND CLARIFY CLICK & COLLECT SERVICES

Following the publication in conjunction with the SMMT of the guidance on making sure that dealerships could resume trading in a manner that reduces health risks to staff and customers, NFDA highlighted to the Northern Ireland Executive that the re-opening of dealerships would not create or exacerbate health risks as the sector was "particularly well placed to address all concerns".

In Northern Ireland, dealerships could reopen on 8 June.

Wales

Throughout May and June, NFDA wrote a number of letters to the First Minister of Wales and the Deputy Minister for Economy and Transport to enquire about plans for re-opening vehicle showrooms and urge the Welsh Government to consider re-opening as soon as possible in view of the specific circumstances of our sector.

NFDA outlined the reasons why dealerships should be allowed to reopen as soon as possible and called on the Government to provide a clear path explaining the Welsh Government's approach to the re-opening of retail operations and its effect on dealers.

Dealerships in Wales could reopen on 22 June.

Scotland

27 May - NFDA WRITES TO FIRST MINISTER, NICOLA STURGEON, AND DIRECTOR GENERAL FOR ECONOMY ASKING SCOTTISH GOVERNMENT TO CONSIDER REOPENING VEHICLE SHOWROOMS AS SOON AS POSSIBLE

"Franchised car dealerships provide an essential service in helping people get to work and we would therefore request that the restrictions be lifted at the very first stage".

4 June - SCOTTISH GOVERNMENT GIVES CLARITY ON DEALERSHIPS OPENING

On 4 June, Cabinet Secretary for Economy, Fair Work and Culture, Fiona Hyslop MSP, responded to NFDA Director Sue Robinson providing further clarification on the issue of dealerships reopening and dealers' ability to offer click & collect services.

"I can confirm that there are no regulations which prevent motor vehicles being distance sold and delivered in Scotland".

On 21 May, the First Minister set out the steps and phases by which the Scottish Government aimed to ease lockdown measures.

The MSP's letter reiterated the Scottish Government guidance which stated: "retailers may open up to 800m2 of their sales area, permitting some larger retail outlets such as car showrooms to re-open in Phase 2. Retail units larger than 800m2 will be permitted to open in Phase 3".

NFDA also highlighted to the First Minister and Director General for Economy the profound and unnecessary economic risk that delaying the reopening of dealerships could have caused.

Dealerships in Scotland could reopen from 29 June.

NFDA ENCOURAGES DEALERS TO USE QUICK AND EASY DVLA ONLINE SERVICES

Make DVLA's online services work better for your customers and your business.

Online services are the quickest, easiest and often cheapest way to deal with Driver and Vehicle Licensing Agency (DVLA). Embracing DVLA's online services will reduce costs, save time and simplify dealers' interactions with customers. Many dealers are already using these services, some even creating information packs for customers highlighting how they can use DVLA's online services and the benefits of doing so.

You can now quickly and easily tell the DVLA when you have:

- Bought a vehicle into trade

- Sold a vehicle into trade
- Sold a vehicle to your customer

Benefits to your customer

- A quick and transparent way to ensure that when purchasing a vehicle or processing a part exchange, your customer receives instant email notification of keepership changes
- This will also trigger an automatic refund of any vehicle tax owed to them
- Your customer will receive a new V5c within days, when purchasing from you

Benefits to your business

- Customer satisfaction at the point of purchase
- Reduction in administration time
- No postage costs or risk of documents being lost in the post
- An audit trail for date of keepership changes reducing business risk of future parking/speeding fines

For more information about DVLA's online services including the full list of services available, visit www.gov.uk/guidance/dvla-coronavirus-covid-19-update



NFDA MEMBER TESTIMONIALS

“There is no question that the retail industry significantly benefited from the actions and coordination undertaken by the NFDA in the Covid crisis period.

Senior industry leaders through the NFDA were able to communicate issues and ensure that there was consistency of approach and view, as far as possible, within the sector. The coordination undertaken by the NFDA alongside the likes of the SMMT, FLA and indeed senior government departments was exceptional during the period.

Retailers would have been left far more in the dark and government guidance far less suited to the sector had this work not been undertaken. I am personally very grateful to the NFDA for the assistance that they provided and it was a great example of the industry working together on a daily and weekly basis. Individual businesses alone would have had no chance of securing the same results and providing confidence to their colleagues and partners.”



Robert Forrester,
CEO, Vertu Motors PLC

“Sue and her team at the NFDA have been absolutely fantastic this year. Since the start of the pandemic, NFDA has co-ordinated weekly meetings with its members, this has been invaluable to not only our business but also the wider industry.

NFDA has been in regular dialogue with Government acting on our behalf for many things. Their lobbying supported a faster, secure and safe re-opening of our

operations with appropriate COVID-19 secure guidelines, the guidelines in particular had direct input from NFDA and a small number of its members.

In addition, their Government lobbying assisted in ensuring that the furlough scheme also paid average commissions which was critical for so many of our colleagues on variable pay. In normal time I am sure people may question why they pay their subscriptions but it's at times like this when you realise just how important it is to be well represented by a strong industry body. Well done Sue and the whole NFDA team.”



Daksh Gupta,
Group Chief Executive Officer,
Marshall Motor Holdings plc.

“During the COVID crisis the NFDA was invaluable facilitating debate amongst dealers also providing expert support and a line into Government in order to influence their initiatives.”



Ken Savage, Chairman,
Perrys Motor Sales Limited

“We have all gone through some really unusual times and NFDA were really helpful and supportive. They put together regular calls, they pushed with manufacturers and they pushed for opening. NFDA kept us up to speed with all the information that we would find hard to get hold of such as the Government guidelines. They were really good in terms of help and advice, and the legal side of things. This pulled the group together, so, absolute thumbs up in terms of what they did to help the industry through these difficult times. From everyone in Perrys, thank you to the NFDA for your help and support”.



Darren Ardron, Managing Director,
Perrys Motor Sales Limited

The NFDA
Informative : Reliable : Accurate

“The motor trade now, like never before, has the necessity to work together in a cohesive manner. I can state many reasons for this but none more so than the ability to respond quickly to legislative aspects of operating during the Covid-19 pandemic.

From day 1 of lockdown my co-directors and I have taken comfort from the guidance and daily support circulated to the entire motor trade.

The availability of senior NFDA staff when assistance was sought, often requested after hours, being immediate and always accurate. The content of the daily update was uncomplicated, easy to digest and negated almost entirely the need to seek information from other sources.

I remain exceptionally impressed by the ongoing support and steady issuance of information from the NFDA and remain thankful for the partnership we have at our side.”



Phillip Jones, Managing Director,
Halliwell Jones Group

“The NFDA have been a huge support to the automotive retail industry for many years. Their work to bring together major and smaller dealership groups to establish commonality in our approach for manufacturers and consumers has been even more invaluable during the recent COVID19 crisis.

As a group they were quickly able to bring together representatives from all the automotive retail groups so we could together build processes and practices for the safety of our colleagues and consumers. And they did an incredible job of communicating on our behalf to the Government so we could get the best, and most practical outcome for all those within our industry. I look forward to continuing to work with the NFDA and supporting them in the future.”



James Brearley,
CEO, Inchcape UK

NFDA WORKING GROUPS: Tackling the main issues facing dealers and helping members seize opportunities



The NFDA working groups are made up of representatives of NFDA dealer group members who are specialists in specific business areas. The groups meet regularly to design strategies and address key issues facing the automotive industry

FINANCE & INSURANCE

This F&I working group deals with key dealer issues in the Finance and Insurance area. The group reviews regulation and legislation changes to help NFDA set policy. It also determines best practice and oversees guidance for dealers. Current issues include the FCA's ban on discretionary commission models and changes to commission disclosure.

USED CARS

The Used Car working group looks at a variety of aspects of used car sales including the current and future market, as well as licensing and registration issues. The group sets industry standards and reviews Government policy.

AFTERSALES

The aftersales working group investigates the continuously evolving challenges in the service, repair, and parts operations in franchised dealerships. The MOT extension and the subsequent potential test demand backlog is one of the topics discussed.

HR & TRAINING

The HR and Training working group researches and debates

policy and future direction of HR and training issues. Current issues include: apprenticeships and the levy, flexible work policies, the end of the Coronavirus Job Retention Scheme and the ongoing development of Drive My Career to encourage young people to consider a career in the retail automotive industry.

EV

The NFDA EV Group was set up in 2019 to discuss the challenges and opportunities associated with the development of electric vehicles, coordinate industry views and, as a result, tackle issues affecting the growth of the EV sector. The group has been providing useful dealer feedback which has helped shape NFDA's response to the consultation on ending the sale of internal combustion engine vehicles by 2035.

IT

The IT working group looks at a variety of aspects of dealership IT and data issues, including DMS vendor relationship, cybersecurity, recruitment and training, and data-related issues such as GDPR.

'BETTER REGULATIONS'

The 'Better Regulations' working group has been established to assess new regulations facing dealers and determine the direction of NFDA's lobbying activities. Key issues include Brexit and the Block Exemption Regulations.

NFDA DEALER ATTITUDE SURVEY: RECORD RESPONSE RATE AS DEALERS RATE MANUFACTURERS

The latest NFDA Dealer Attitude Survey summer 2020 attracted the highest ever number of responses showing the value that dealers place on the survey as a crucial tool to monitor the health of their business relationship with manufacturers.

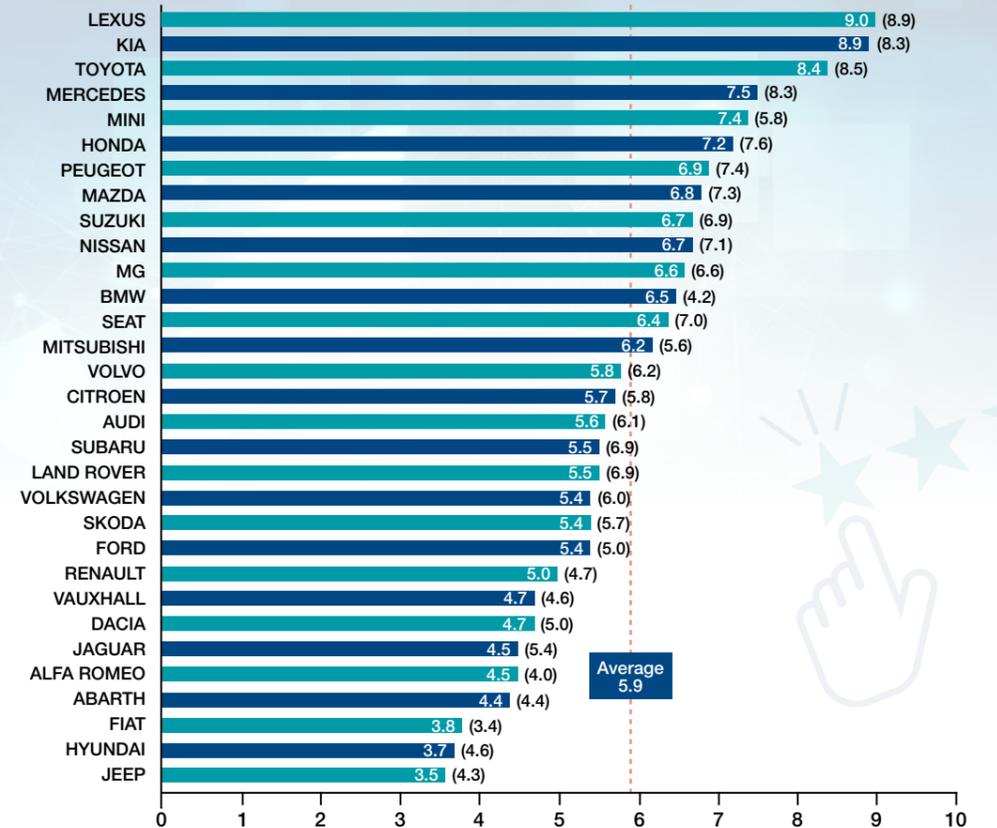
The results of the NFDA Dealer Attitude Survey summer 2020 were published on Monday 7 September. The survey was conducted in July 2020 and asked franchised dealers 56 questions about the on-going relationship with their respective manufacturers. The survey was conducted entirely online for the first time and received 2,590 responses from 31 franchised equating to a record 60.2% response rate.

The questions covered a range of business issues and their impact on dealers' satisfaction levels with their manufacturers' relationship. Responses were scored from 1 (extremely dissatisfied) to 10 (extremely satisfied).

The majority of dealers were fairly satisfied with the support received during the pandemic from their manufacturers. Overall, current profit return and return on capital remain key concerns for many retailers.

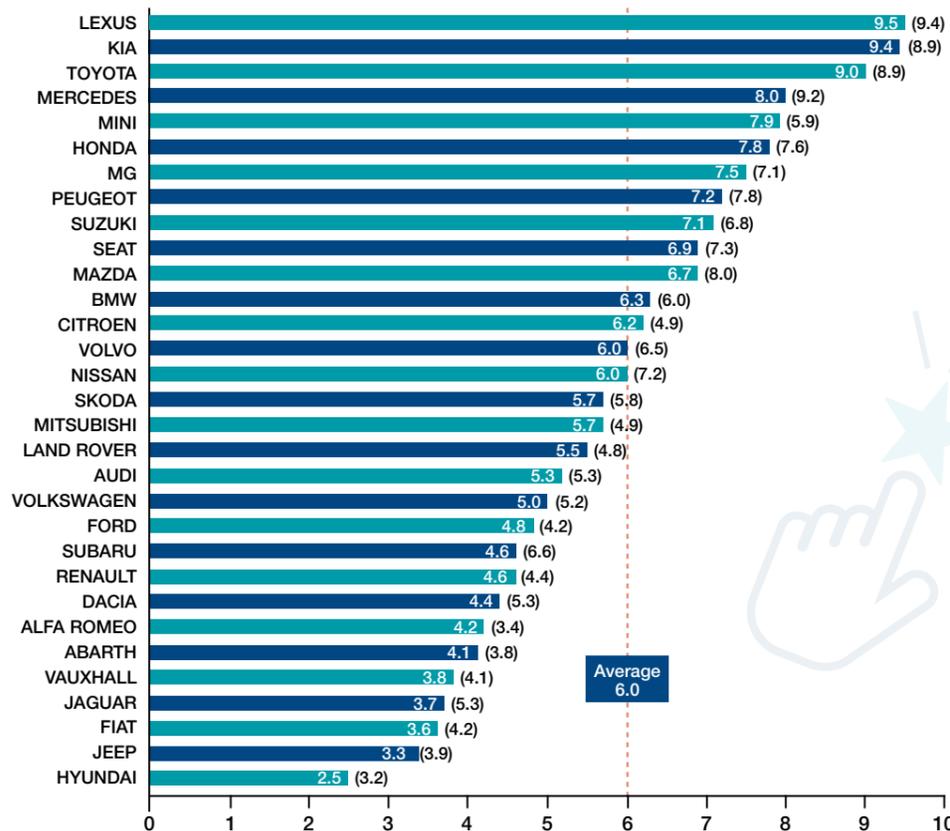
Overall average score

Lexus was the top performer for the third consecutive edition with the highest average score across all questions of the survey, 9.0 out of 10 points. It was followed by Kia (8.9) which gained 0.6 points since the previous survey and Toyota (8.4) and Honda (7.2) followed. Fiat (3.8), Hyundai (3.7) and Jeep (3.6) had the lowest ratings. The overall average was 5.9, a slight decline of 0.2 points from six months ago but a marginal improvement from last year's 5.8.



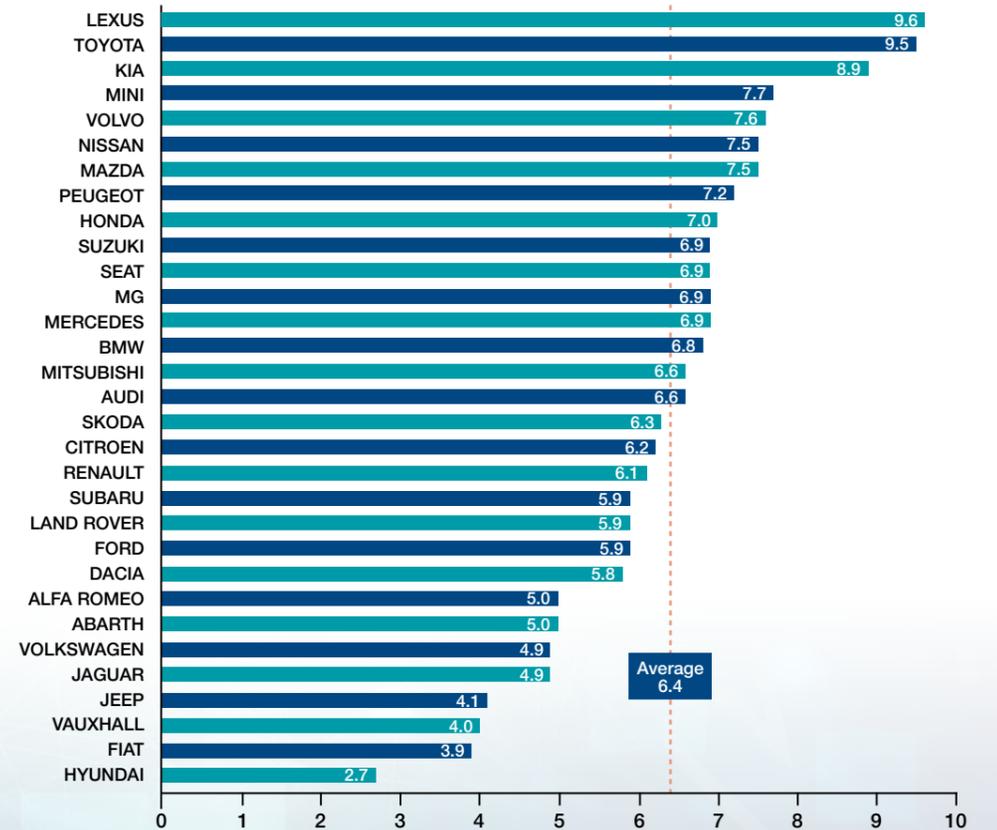
How would you rate your manufacturer overall on a scale of 1 to 10?

The key question *how would you rate your manufacturer overall?* had an average score of 6.0 points, which was 0.1 point higher than six months ago and 0.4 points up from last year. Lexus remained the highest rated manufacturer with 9.5 points followed by Kia (9.4) and Toyota (9.0). Fiat (3.6), Jeep (3.3) and Hyundai (2.5) had the lowest scores.



Manufacturer support during COVID-19

Dealers were questioned about their satisfaction levels with the support received by their respective manufacturers throughout the COVID-19 crisis. Dealers returned an average score of 6.4 points out of 10. Lexus (9.6), Toyota (9.5) and Kia (8.9) were the top performers in this area, while dealers gave the lowest scores to Vauxhall (4.0), Fiat (3.9) and Hyundai (2.7).



For more information about the survey, please visit www.nfda-uk.co.uk/reports/dealer-attitude-survey or email nfda@rmif.co.uk

Looking at the future of the market, most dealers were satisfied with their alternative fuel vehicle offering and average satisfaction levels in this area continued to rise, up to 6.5 points from 5.9 six months ago and 5.2 one year ago.

Sue Robinson, NFDA Chief Executive, commented, "As our industry's stability is threatened by a number of external challenges, it is vital that manufacturers and dealers continue to closely work together for the benefit of the whole automotive sector".

NFDA PUBLISHES FINDINGS OF POST-LOCKDOWN AUTOMOTIVE RETAIL SURVEY

The National Franchised Dealers Association (NFDA) conducted the third edition of the 'Post-Lockdown Automotive Retail' survey which aims to assess the implications of COVID-19 on the automotive retail sector and to understand how the industry is now recovering.

The survey asked dealers questions about the current situation since reopening including the number of staff that have returned to work, current levels of customer footfall as well as online enquiries and sales.

Following the previous surveys in June, July and August, this edition

was conducted between 7 and 14 September 2020.

Dealers reported high levels of online enquiries and customer footfall for used cars. Aftersales departments have been busy over the past weeks as motorists visit franchised dealers more regularly for a number of repairs



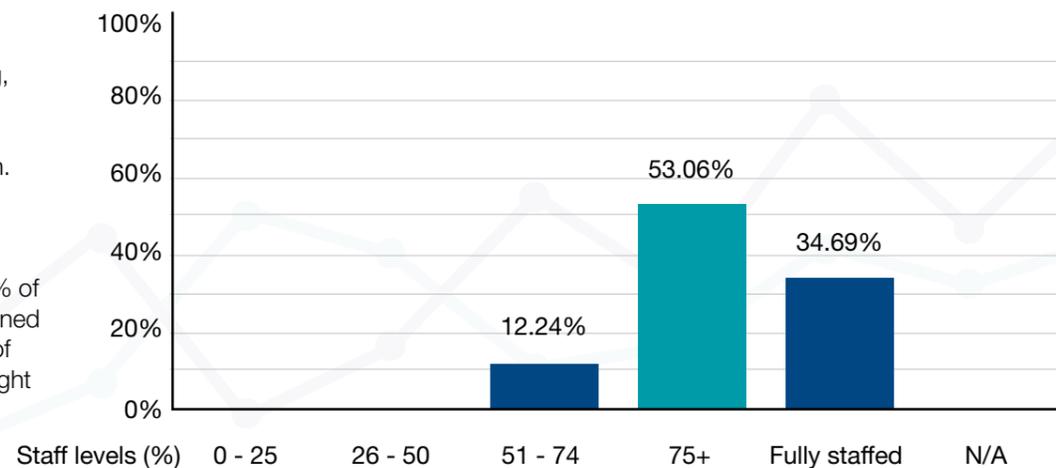
including basic maintenance checks that might have been overlooked during the lockdown.

As a result, dealers have brought more staff back to dealerships and are working hard to improve the efficiency of their workshops.



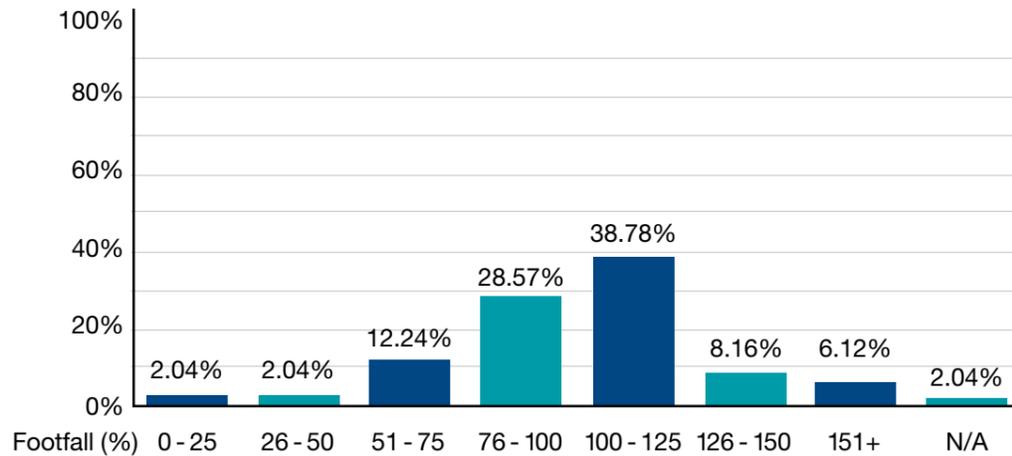
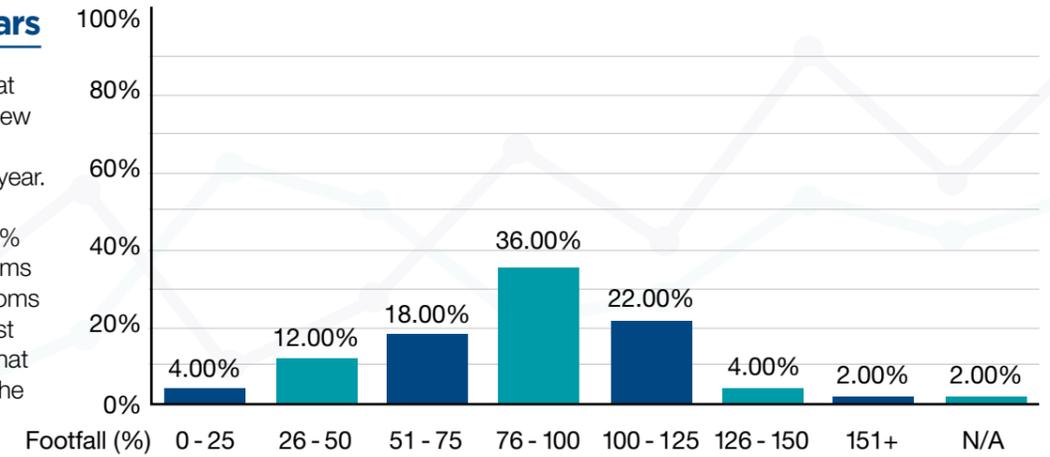
Staff levels

With dealerships reopening, NFDA asked at what level showrooms are staffed at compared to pre-lockdown. Over half (53.06%) of franchised dealers have brought back 75% of their staff or more, whilst 34.69% of dealerships have now returned to full staff levels; 12.24% of dealerships have only brought back 51-74% of their staff.



Footfall for New cars

Dealerships were asked what customer footfall levels for new cars they were seeing, as a percentage of this time last year. Overall, 22% of dealerships saw an increase of up to 25% from the previous year in terms of customers entering showrooms to search for new cars, whilst 36% of dealerships stated that footfall was at 76-100% of the previous year's levels.



Footfall for Used cars

Similarly, dealerships were asked the same question for used cars. 38.78% of dealerships saw an increase of up to 25% from this time last year. Around 8% experienced an even bigger increase of 26-50% from the previous year.

Aftersales

With regard to aftersales, 72% of dealerships said they experienced an increment in online or phone booking for service departments in the last month.

for new and used cars in September compared to the previous month. For new cars, 44% of dealerships experienced an increase, whilst, for used cars, 70% of dealerships said they had seen higher levels of enquiries.

new car sales, whilst 64% said they had not. Similarly, for used cars, 44% had sold more units online whilst one in two had not.

Online Enquiries

Dealers were also asked whether they had received more online enquiries

Online Sales

Overall, 30% of dealerships stated that they had seen an increase in online

NFDA will continue to monitor the health of the sector over the coming weeks and tailor our surveys to obtain accurate dealers' insights in line with the current state of the market.

NFDA REMINDS DEALERS TO DISPLAY NEW CAR LABEL

The National Franchised Dealers Association (NFDA) reminds its dealer members that it is a legal requirement to display the 'New Car Environmental Label' on or near each new car at a dealership.



The Vehicle Certification Agency (VCA) states "car dealers are required to display a label on (or near to) every new car displayed for sale" as it is a legal requirement to make the new car fuel consumption and CO2 emissions data freely available to consumers.

The Passenger Car (Fuel Consumption and CO2 Emissions Information) Regulations 2001 state "a supplier of a new passenger car shall, on request by a dealer, provide free of charge to the dealer the official fuel consumption and official specific emissions of CO2 figures for any model of passenger car manufactured by that supplier".

Dealers who do not have access to the necessary information should contact their manufacturers. When a dealer requests this information, "the supplier shall ensure that the information requested is provided

promptly to the dealer".

The new car environmental label has recently been redesigned by the Low Carbon Vehicle Partnership (working with the Department for Transport and the Vehicle Certification Agency).

The new label allows motorists to quickly compare monthly running costs, identify a vehicle's emission figures and, for plug-in hybrids and pure electric cars, understand the electric range.

All the information on the label uses the latest, more reliable and robust WLTP figures.

Dealers should ensure that the New Car Environmental Label is displayed in a clearly visible manner on or near each new passenger car on sale at dealerships.

We encourage our members to contact us if they require any guidance or clarifications.

KEEPING CONSUMERS INFORMED

NFDA and LowCVP have

produced a simple consumer guide to make showroom visitors (and staff) aware of the redesigned car label.

For more details and to request a copy of the guide, please email nfda@rmif.co.uk



WHAT'S ON THE NEW CAR ENVIRONMENTAL LABEL?

RUNNING COSTS

Instantly see what your monthly fuel and annual VED costs could be for this car, making it easy to compare different models. Low and zero-emission cars cost less.

For pure electric and plug-in hybrids this total includes the cost of the electricity to charge the car at home.

ELECTRIC RANGE

For a pure electric or plug-in hybrid car, this tells you how far it may be able to drive on electricity only. If you are a company car driver, this also now might affect the benefit in kind tax you pay.

TAILPIPE EMISSIONS

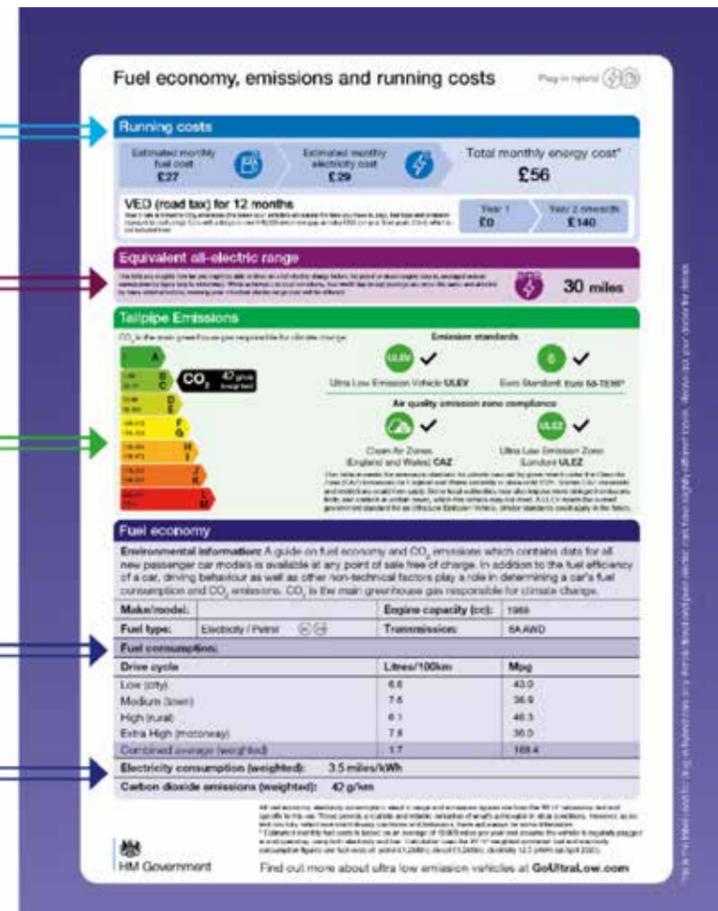
The precise CO2 emissions for this car. The lower the figure, the less first-year VED and company car tax you pay. You will also see if this car qualifies as an 'Ultra Low Emission Vehicle', the exact Euro Standard and that it can drive freely in Clean Air Zones and London's ULEZ.

FUEL ECONOMY

This car's official 'miles per gallon' figures for different types of driving, from city to motorway. You can use these to choose the most economical car for the journeys you usually do.

ELECTRICITY CONSUMPTION

How many miles a pure electric or plug-in hybrid car can travel on one kWh of electricity. The higher the figure, the more efficient the car is.



FCA announces ban on motor finance discretionary commission models

In July, the FCA confirmed it will introduce a ban on motor finance discretionary commission models. The announcement followed the consultation that took place in October 2019.

"In the light of consultation feedback and the additional operational pressures which the sector is facing at present the FCA has agreed to give firms limited additional time to implement the new rules, with the ban coming into force on 28 January 2021", the FCA said.

The FCA announced also changes to the way in which customers are told

about the commission they are paying to ensure that they receive "more relevant information".



NFDA welcomed the six-month implementation period for the ban on discretionary commission modes,

rather than the originally proposed 3-month. This was in line with NFDA's previous lobbying calls as it will give dealers additional time to implement the necessary changes.

Franchised dealers are committed to providing clarity to their customers and NFDA supports appropriate measures that are of benefit to consumers.

Going forward, we will continue to liaise with FCA to best represent our franchised dealer members and keep them regularly updated.

If you require any further information, please email nfda@rmif.co.uk

Van Registrations Fluctuate in Summer.

Van registrations across June, July and August fluctuated as expected according to the SMMT market figures.

June: van sales decline as businesses transition out of lockdown

Overall, van sales declined in June, reflecting a lack of product and subdued demand. Sales of light commercials declined by -24.8% with 30,041 units. In comparison to its previous year, the market was down by -44.6% which did not come as a surprise with businesses transitioning out of lockdown.

Small vans under 2.0 tonnes, often used as service vehicles, saw the largest decline, down -49.4%. Medium-sized vans weighing 2.0-2.5 tonnes also fell by -19.1% and vans weighing heavier than 2.5-3.5 tonnes were down -22.8%.

Many of these mid-size light commercials are often sold to the wider market from self-employed to corporate fleets. As a result, it was encouraging to see that this decline was less significant than other segments with the country starting to open back up.

July: van market grows

For the first time in many months, July figures showed an increase in registrations of light commercial vehicles up to 3.5 tonnes. Sales of light commercials rose by 7.1% in July with 27,701 units. The year to date figure saw the market down by -39.0%.

Whilst the smaller 'car derived vans' weighing under 2 tonnes lost ground being down -22.0%, the medium and heavier sized vans produced optimistic results. Medium sized vans of 2.0-2.5

tonnes were the top performers, up by 12.0%. The larger vans weighing heavier than 2.5-3.5 tonnes also experienced an increase of 5.4%.

Much of this increase in registrations for July was due to the pent-up demand for vehicles that would have been acquired earlier this year. The increase in sales of LCVs was likely due to commercial/fleet buyers, with online shopping and subsequent deliveries becoming more and more popular off the back of lockdown.

August: external factors force market down

Van registrations declined by -16.1% in August to 19,407 units due to a number of external factors.

All LCV segments saw a decrease in registrations. The largest decline was in the small car-derived vans under 2.0 tonnes segment, down 35%. The medium size vans weighing 2.0-2.5 tonnes saw a modest decline of -3.2%, with just 92 fewer vans going on the road compared to the previous year. Heavier LCVs weighing more than 2.5-3.5 tonnes saw sales decline by 18.2%, a reduction of nearly 3,000 units.

August is traditionally considered to be a quiet month, particularly with the arrival of the new '70' plate in September

The decline for August was an expected result also due to the strong performance in the previous year driven by pre-registration ahead of new emissions regulations that came into force in September 2019.

September: van market sees encouraging uplift

Sales of light commercials grew by 26.4% in September following a weak month last year, when the market

was affected by emission regulations changes. A total of 52,096 units were registered in September.

Most segments showed positive gains with the only exception of light vans under 2.0 tonnes that declined by -2.5%.

Vans weighing between 2.5 and 3.5 tonnes grew by an impressive 40.9%. These vans represent the backbone of the LCV market with around 60% of all LCV sales and are often used for online deliveries. The increase showed many businesses are currently replacing and expanding their fleets.

Despite being small volume segments, 4x4s and pickups experienced considerable growth, with sales up by 30.7% and 10.9% respectively.

Leisure demand continued to support the light van market and this trend is likely to continue as many retail consumers are considering staycation breaks and are buying both new and used mid-size vans for conversion into camper vans.

Going forward

Although most businesses have reopened since the lockdown, there remains uncertainty in a number of sectors where businesses are holding back as they are not feeling confident to invest in new commercials.

Since many factories have only just restarted to manufacture commercial vehicles, customers who are not ordering standard specifications may face longer waiting times.

Despite these challenges, dealers are optimistic that the LCV market will recover over the coming months as business confidence as well as supply issues are likely to improve.

The Motorcycle Market's Successful Summer Run

The motorcycle market has bounced back this summer following the lockdown with a continued rise in sales compared to last year. The Government's message to not use public transport benefitted the sector and the National Motorcycle Dealers Association (NMDA) launched the 'It's COVID-safe to ride' campaign to promote motorcycles as an ideal alternative to trains, tube, and buses.



Through the campaign, NMDA has been highlighting the advantages of riding a motorcycle over, for example, walking or cycling including speed combined with economic advantages, ease of parking and freedom.

Sales Growth

The Government's message to not use public transport has clearly benefitted sales of scooters and motorcycles during the summer.

The market saw a 14.8% rise in June according to the MCIA market figures, this was followed by a staggering 42.0% increase in July to a total of 13,093 units registered. It was very encouraging to see this trend continue further into August, with another strong growth in sales by 31.2% to a total of 9,087 units compared to the previous year.

Patrick O'Connell, Head of the NMDA, praised this growing trend which highlighted "the ability of motorcycle dealers to react to growing demand".

Low Powered Motorcycles

Returning to June, Scooter sales rose by over 46%, an increase of 835 units from last year, showing an initial understanding that these machines were becoming more popular among commuters as a valid alternative to train, underground or bus.

July saw a steep incline of over 56.6%, an increase of 1,292 sales from the previous year. Similarly, August saw a 43.9% uplift in demand for 51cc-125cc Scooters, taking the year-to-date figure to an encouraging +4.2%. These low powered, 125cc motorcycles can be ridden upon completion of a

straightforward Compulsory Basic Training (CBT) course, with no test required, making the transition to powered-two-wheels an exceptionally accessible option.

High Powered Motorcycles

Whilst all lower powered machines up to 650cc experienced an increase in sales growth, the larger powered motorcycles displayed a modest decline in June. As expected, due to COVID-19 repercussions, the 650cc-1000cc segment was down -9.3% and motorcycles over 1000cc declined marginally by -1.6% in June compared to the previous year. Nevertheless, these figures bounced back impressively in July. All engine brands experienced an increase in sales, with the over 1000cc segment demonstrating a rise of 38.8%. In August, this trend continued with an increase of 27.8% in the 1000cc or greater motorcycles. This could be justified by the large number of consumers who did not take their annual holiday and have been looking elsewhere to spend their disposable income.

Best Sellers

Across all three months, Honda has managed to maintain its position as the biggest seller, having outsold all other brands. The Honda PCX125 was the most popular model. Similarly, Yamaha secured its second place across the three months. The third place fluctuated from Triumph in June, to Lexmoto in both

July and August, capitalising on the sales of budget price 125cc bikes.

Commuters and staycationers support the market in September

The positive summer trend continued in September with an overall 11.8% rise in motorcycle registrations.

A 43.4% increase in the 0-50cc bracket, coupled with a 20.9% uplift in the 51-125cc sector continued to show strong growth in this CBT friendly segment of the market.

Electric Powered bikes showed a 90.3% increase across all power bands, as more EV options from a number of manufacturers are making their way into the showrooms.

"The motorcycle market continues to benefit from commuters switching to bikes as an alternative to public transport as well as those avoiding travel abroad and looking at other ways to spend money on leisure and 'touring staycations' within the UK".

"Q4 will be an interesting time for dealers as the lack of supply for some new models and the run-out of Euro 4 powered bikes by 2021 dominates dealers' mindsets. With some manufacturers not even having Euro 5 models in production yet, NMDA continues to monitor and offer support to members", Patrick O'Connell added.

For more information, visit www.rmif.co.uk/en/nmda

NFDA INTERVIEWS

CDK Global's Managing Director of UK & Ireland,



CDK has joined NFDA as an associate member and thanks to the recently established NFDA IT Working Group, the organisation wants to better understand dealers' demands and support them.

It is good to be part of the group, we have good relationships with a large number of franchised dealer groups and it was them who encouraged us to join NFDA as an associate. It is great that we are working together, we are here to listen and help dealers where we can.

What are the main challenges and opportunities facing dealers and impacting their digitalisation strategy?

There are a lot of fast changes that are impacting the industry at once from a technology point of view. Of course, there are legislative changes and safety measures that need to be implemented because of COVID-19, but more importantly changes with consumer demand have been accelerated by the pandemic. This is probably the main digitalisation challenge as well as the biggest opportunity for dealers.

"It is about finding the right balance between the traditional model and your digital strategy"

The majority of franchised dealers now have a digital strategy and a number of them have had it in place for

a few years, meaning that their understanding of this has been defined over time. As a result, we do not come up against resistance as dealers now understand clearly what it means to provide a good customer experience.

What are the differences between used and new cars in digitalisation and consumer perception?

There are more disruptive players in the used car market as that is where they see better margin opportunities. A few years ago, there might have been a lack of trust in the sector, but this has improved. For a new vehicle, people would often do their research online, use the manufacturer's website to build their model, and then visit a retailer. With used cars, there are fewer steps involved in the buying process.

What would be your key recommendation to dealers to improve their digital strategy?

A number of franchised dealers worked hard with their IT teams during the lockdown to simplify their customers' digital journey. For me, the 'easy win' for franchised dealers is having their staff understand the fundamentals of what digital is so that they can initiate the process. Training and inclusion of staff in a business' digital strategy are now more important than ever.

Is the buying process seamless enough or should the traditional and digital aspects be more integrated?

There are many opportunities for retailers to continue to improve their customers' journey. CDK customers use their Dealer Management System features in several different ways. I think attracting

the customers is the easy part. Manufacturers invest a lot in advertising – with many larger retailers now doing the same – so should capitalise on every opportunity both in sales, new and used, and aftersales. It is crucial to identify these opportunities and then follow them up. Businesses should make sure they utilise their system adequately to make the most of their marketing, CRM, showroom solutions as well as their aftersales journey.

How do you see CDK helping dealers through the NFDA IT Working Group?

Although we are a technology business, I do not see ourselves as limited to the IT Group as the software we provide covers the whole span of dealer requirements. We set up a new Customer Experience Team about 18 months ago to better understand our customers' needs and drive their voice back into CDK. I believe that for our customers to truly guide us, we need to understand what is important now in the current environment, and what is needed in the future.

By joining the NFDA we aim to listen, articulate our customers' demands and move apace to deliver what is best for them to serve their consumers.

Mark Rogers, CDK's Customer Insights and Experience Manager joined the recent NFDA IT Working Group meeting. Mark gave his feedback on the first session he attended: "We had some great discussions around what we can do remotely when this is a customer facing industry, the balancing act of technology for efficiencies or customer experience and is there an appetite to experiment? I'm looking forward to joining future meetings and learning more about the IT need for developments across the franchise dealer sector."

2035 COMBUSTION BAN: NFDA URGES GOVERNMENT TO SUPPORT BUSINESSES AND CONSUMERS DURING TRANSITION



In its response to the consultation on ending the sale of new petrol, diesel and hybrid cars and vans, NFDA has highlighted dealers' concerns and provided the Government with detailed recommendations to ensure that the transition to zero-emission vehicles can be sustained.

NFDA's recommendations covered:

> The Role of Hybrids

The Government must not undermine today's hybrids by banning their sale in 2035. NFDA has urged the Government to reconsider the benefits of plug-in hybrid vehicles, both to the motor industry, as it recovers from lockdown, and the general public who may use them as a transitional technology to familiarise themselves with plug-in driving.

> EV Charging Infrastructure

Currently, retailers looking to install a higher-powered chargepoint may find that they incur large fees to upgrade local power capacity and, as a result, it is vital that businesses are supported. In addition to this, the Government should seek to simplify the consumer charging experience,



> Stimulate Consumer Demand

The current range of Government-led purchase incentives has so far been effective in stimulating demand for ultra-low emission vehicles. However, if this demand is to be boosted even further, the Government must continue to incentivise consumers.

which will in turn help reduce barriers for electrified driving.

NFDA has regularly engaged with the Government on this issue and, following our response, we will continue to liaise with the relevant departments to best represent our members' views.

DRIVE MY CAREER



Drive My Career Reveals importance of job stability to young people

- Job stability is very important to young people, Drive My Career survey reveals
- Health care, annual leave and pension scheme are the most valued perks
- More than one in three respondents in sectors outside automotive do not feel secure in their job

Drive My Career is the employment initiative launched by the National Franchised Dealers Association (NFDA) in 2018. Over the past two years and a half, Drive My Career has been polling its target audience to investigate their perception of the automotive sector and provide franchised dealers with valuable insights.

During the lockdown, Drive My Career surveyed 200 people aged 16 to 24 to understand their feelings towards their current job and how important 'job stability' is to them.

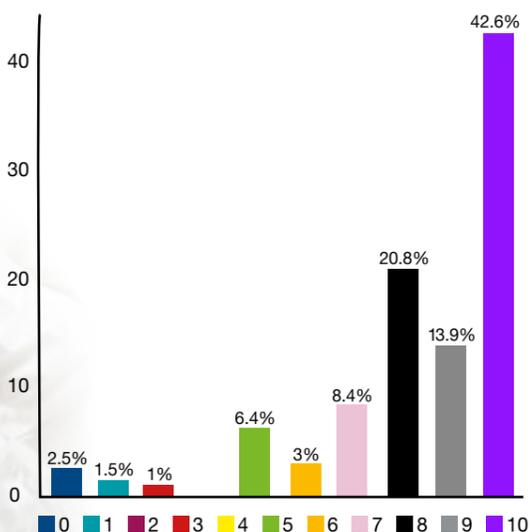
The majority of respondents worked in retail (not including automotive) and hospitality, and nearly 90% of them said 'job stability' was important or very important to them. Additionally, 37.1% said they do not feel secure in their current job.

Answering the question 'What employee benefits are most important to you?', most respondents selected: health care (54.5%), annual leave (53.5%) and pension (42.1%).

Interestingly, respondents were also asked whether they would prefer to work for a small/medium or a big business and more than one in two said they had no preference (51%). Of the remainder, 35.6% selected the former option while 13.4% would prefer larger organisations.

Sue Robinson, NFDA Chief Executive, commented: "In the current climate, it is unsurprising that job stability is very important to the majority of young people

How important is job stability to you? (10 being very important)

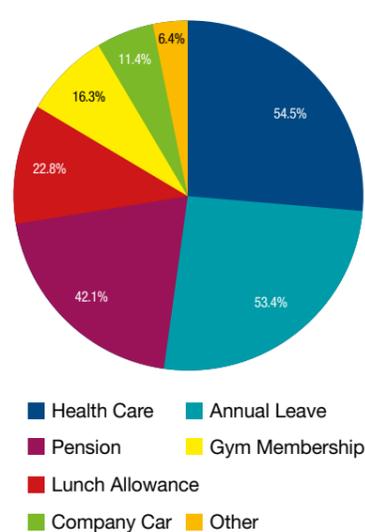


who are currently looking to start their professional career or find themselves at the early stages of it.

"NFDA and Drive My Career are in constant communication with their members and, despite the significant challenges facing dealers due to over two months of business closure, it is extremely positive that dealer groups are prioritising their people and doing every possible effort to minimise job losses.

"Going forward, NFDA will continue to assist dealers with the most pressing HR and employment issues, whilst Drive My Career will maintain its flexible approach supporting members in the areas where its resources will be most needed such as improving the perception of the sector and promoting diversity and inclusion".

What employee benefits are most important to you?



Drive My Career shortlisted for Motor Trader's industry award 2020!

The National Franchised Dealer Association (NFDA) is proud to announce its employment initiative 'Drive My Career' has been shortlisted for Motor Trader's Industry Awards for 2020.

automotive retail is a great place to work.

Flexible, as thanks to its structure it is extremely receptive to feedback and able to implement new initiatives quickly. With assistance from NFDA members HR professionals, Drive My Career benefits from their successful ideas and direct feedback being better equipped to the recruitment industry.

Transparent: being a not-for-profit organisation, Drive My Career invests all members' fees into its marketing activities.

How does it help the industry?

Drive My Career is an industry first initiative that has been established for the good of the industry and its dealers. Drive My Career's marketing campaigns target over

to reach over 350,000 people across various social media platforms in 2019, around a 75% increase in impressions and engagement compared to its previous year. The #DMCAutoSectors campaign was created to introduce the industry to people



who may not have considered it before or have limited knowledge of the opportunities available, reaching over 100,000 people across social media. The #DMCTechnicians campaign helped promote Technician jobs for dealer members, with nearly 400 young people clicking through to find out more.

Drive My Career has grown from strength to strength. At the beginning, there were just over 600 dealerships involved. Two years later, over 1,000 dealerships are present on the 'dealer-finder' search map on the website. In 2019, Drive My Career reached 5 million people aged between 16 and 24 across social media and the traffic on the website has grown from a few hundred users a month to more than 10,000.

The NFDA is extremely proud Drive My Career been shortlisted for this award; this is testament to the hard work of the team that has developed the initiative. We look forward to celebrating all the success within the industry, during a year which has been particularly uneasy and uncertain. And finally, good luck to all others nominated!

Drive My Career was launched by the NFDA to address franchised retailers' concerns that not many young people generally consider the automotive retail sector as an option for their professional careers.

Drive My Career is not the typical 'job site' but instead a long-term campaign designed to complement its members' recruitment strategies. It promotes the industry through marketing campaigns that are targeted to an audience of 16-24 year-olds who may be finishing their education or looking to start a new career through an apprenticeship or an entry level role.

Why is Drive My Career unique?

What makes Drive My Career stand out from other recruitment agencies is that fact it is innovative, flexible and completely transparent.

Innovative in a way that it uses marketing strategies to serve its HR-focused goal. Instead of focusing solely on filling vacancies, Drive My Career promotes a range of elements highlighting why



600,000 young people a month which in turn also benefits other agencies who are advertising automotive job opportunities because a greater number of people are being exposed to an industry that they may not have previously considered.

Drive My Career has run a number of successful campaigns across the past two years and has helped promote the industry in various ways. Competitions such as #DMCApprenticeTakeover managed

Going Virtual



Tim Rose, AM Editor

"We may have been prevented from staging the real event this year, but our virtual Automotive Management Live promises to be a wonderful alternative, offering visitors, exhibitors and sponsors all the things they love – plus some exciting new features – over 2 days in December.

Our stunning digital platform will put you right in the exhibition hall – but from the convenience of your office. It fully replicates the familiar surroundings of the conventional show in a highly practical format. You'll be able to meet old friends, make new contacts, listen and learn from sector specialists and find out about the latest products and services that will help you manage your marketing, sales and aftersales operations effectively and profitably.

There will be numerous expert presenters sharing best practice, and interactive displays will enable you to get up close to the UK's best motor retail suppliers.

Our virtual Automotive Management Live will be just as informative, enjoyable and useful as going to the real thing.

I can't wait, and I hope to see you there."



ELECTRIC VEHICLE APPROVED (EVA) SCHEME REOPENS FOR DEALERS TO DRIVE EV UPTAKE

- **The Electric Vehicle Approved (EVA) accreditation scheme reopened on 12 October 2020**
- **EVA accredits dealers that meet a set of rigorous standards in EV retail and aftersales**
- **The scheme aims to further encourage dealerships to develop expertise in the electric vehicle sector and increase consumer confidence**

The Electric Vehicle Approved (EVA) accreditation scheme reopened on 12 October 2020.

EVA recognises dealers' expertise in the electric vehicle sector and promotes industry standards for the benefit of the consumer. The scheme encourages dealerships to further develop their ability in selling and servicing electric vehicles, as the country continues to move towards a zero-emission future.

The EVA accreditation scheme was developed by the National Franchised Dealers Association (NFDA) and launched in May 2019.

Following the success of EVA's first year, which saw over one-hundred dealers obtain accredited status, the Government's Office for Low Emission Vehicles (OLEV) has renewed its co-sponsorship of the scheme.

The scheme is backed by Energy Saving Trust (EST), who independently audit dealerships to verify that they meet a set of standards covering EV sales and aftersales. These include the customer qualification process, staff knowledge and training, EV demonstration and handover processes as well as availability of EV service bays and charge points on site.

Transport Minister Rachel Maclean said: "I'm pleased to see the reopening of the Electric Vehicle Approved (EVA) scheme, which will develop

the expertise of dealerships as we transition to a zero emission future.

"We are committed to embracing a greener transport system, reducing carbon emissions and boosting economic growth in the UK - the EVA scheme is key to helping us achieve that goal."

Sue Robinson, NFDA Chief Executive added: "It is extremely positive that the Electric Vehicle Approved (EVA) scheme reopens to continue to support the transition to a zero-emission market. Franchised dealers are committed to providing their customers with the best possible experience in the electric vehicle sector and EVA will be key in recognising the efforts and investments dealers are making. EVA will help ensure customers are accurately informed when they visit a dealership and increase their confidence to buy an EV".

Tim Anderson, Head of Transport at Energy Saving Trust said: "We welcome the reopening of the Electric Vehicle Approved (EVA) accreditation scheme. Last year's pilot assessed and approved over 100 successful dealerships, and the continuation of the scheme will see many more seek this important mark of quality. All dealerships who secure this certification have passed a robust and independent audit which gives buyers the confidence that they are being



Electric Vehicle Approved

advised by knowledgeable staff on both purchase and maintenance.

"Electric Vehicle Approved brings Energy Saving Trust together with like-minded organisations, particularly the National Franchised Dealers Association (NFDA) who share our ambition to increase the sale of electric vehicles and deliver the UK Government's target to achieve net-zero transport emissions by 2050."

The objective of the scheme is to help overcome the barriers facing the development of the electric vehicle sector and increase the confidence of drivers looking to buy an electric vehicle. The application process will be open from 12 October 2020 until April 2021. Slots will be allocated to dealers on a first come, first served basis, with a set of caps on applications aimed at widening dealer participation in the scheme.

For more information, please email EVA@rmif.co.uk
 Visit www.evaproved.co.uk and follow [@EVApproved](https://twitter.com/EVApproved) on Twitter.

2020 INDUSTRY HEADLINES

NFDA has been mentioned hundreds of times across different media outlets including trade, regional and national press in 2020. See below some of this year's most relevant industry headlines. If you require more information or the full copy of any of these articles, please email nfda@rmif.co.uk

MARCH

MOTORTRADER.com

NFDA lobbies Treasury to clarify position on commission

The NFDA has written to the Treasury to get it to confirm that car sales staff bonuses and commissions are included in the government's 50% Coronavirus Job Retention Scheme. "We urge the Government to clarify its position on the Job Retention Scheme as the latest information is creating uncertainty in the sector," said Sue Robinson, NFDA Director.

AUTOMOTIVE INDUSTRY DIGEST

NFDA writes to Rt Hon Grant Shapps MP to outline sector's priorities

"It is crucial that franchised dealers' workshops stay open to help the Government meet its goal of keeping freight transport on the roads operating, by ensuring that thousands of vans and smaller commercial vehicles will continue to be able to be serviced and repaired," said Sue Robinson, Director of the National Franchised Dealers Association (NFDA), which represents franchised car and commercial vehicle retailers in the UK in a letter addressed to the Government.

TYRE TRADE NEWS

NFDA Welcomes Further Details On Job Retention Scheme

"Following our lobbying efforts, it is extremely positive that the Government has introduced further details about its Job Retention Scheme. NFDA is taking immediate legal advice to clarify a number of elements, particularly around temporary commission payments, so we will keep dealers updated," said Sue Robinson, Director of the National Franchised Dealers Association (NFDA), which represents franchised car and commercial vehicle retailers in the UK.

FINANCIAL TIMES

UK car sales plunge amid coronavirus lockdown
"Franchised retailers continue to work incredibly hard to assess the issues currently affecting them as they continue to prioritise the health of their staff and customers," said Sue Robinson, director of the National Franchised Dealers Association.
"During these challenging times, it is crucial that the government continues to support businesses in the automotive sector," she added.

CarDealer

Sales staff's commission CAN be included in furlough payments, confirms government

"The NFDA has repeatedly highlighted to the Treasury how critical it is to include commissions and bonuses in the scheme as the majority of people employed in the automotive sector rely on these regular earnings in addition to their basic salary."

MOTORTRADER.com

Dealer body NFDA calls on FCA to waive annual finance fee

The NFDA has called on the Financial Conduct Authority (FCA) to waive the annual fees imposed on franchised dealers to be allowed to sell finance products.
Sue Robinson added, "Each measure that mitigates against the severity of the impact of the Coronavirus will be vital in retaining jobs and investments."

newtonnews

KEEPING YOUR CAR SAFE DURING THE MOT EXEMPTION PERIOD

Sue Robinson, Director of the National Franchised Dealers Association (NFDA), explains, "As many people are self-isolating or avoiding all non-essential travel, vehicles could potentially be unused for weeks. This means that we are not monitoring the condition of our vehicles during this time. For those who are using their vehicles, there are a number of things that can go wrong and if not caught early, these can be very costly to repair."

APRIL

FleetNews

Coronavirus lockdown presents new SMR challenges for fleets

Sue Robinson, director of the National Franchised Dealers Association (NFDA), said "Workshops and their technicians will play an important role in ensuring that critical vehicles can continue to operate safely and efficiently during these challenging times."

bodyshop

INDUSTRY OPTIMISTIC ABOUT USED CAR MARKET REVIVAL

Meanwhile, Sue Robinson, director of the National Franchised Dealers Association, said: "The used car sector performed well at the beginning of the year and the decline experienced in March is not surprising as it coincides with the overall economic downturn."

AM ONLINE

NFDA and SMMT create COVID-19 car sales best practice guide

NFDA Director, Sue Robinson, said: "It is positive that the automotive industry is working together to resume business as soon as possible in line with the government's guidelines."

NEWS WEBSITE OF THE YEAR

The Telegraph

Motor industry seeks help as car sales plunge after lockdown

The National Franchised Dealers Association warned that "some aspects of the Government's regulation and guidance are ambiguous, not least as a result of their lack of precedent, so may be open to different interpretations by enforcement authorities".

AM ONLINE

Government green light for lockdown car sales 'great news' for dealers

National Franchised Dealers Association (NFDA) published official Government guidance and its members could be continued away from a traditional showroom environment "in a manner that is safe and compliant with all coronavirus related health and safety requirements".

MOTORTRADER.com

NFDA and Auto Trader allow dealers to display EVA badge on adverts

Sue Robinson, director of the NFDA, said: "The EVA accreditation gives motorists the confidence that EV Approved retailers can provide the best possible customer experience in the EV sector."

FORECOURTtrader

NFDA calls on PM to include car dealers in first wave of retail openings

MOTOR TRADE NEWS

Association calls on Government to help support dealers

NFDA Director Sue Robinson said the retail automotive sector employs 590,000 people in the UK and businesses must be protected through supportive fiscal measures during the outbreak.

Auto Retail Agenda

Trade plate test drive clarity sought

The NFDA is lobbying the DVLA for clarification on using trade plates during unaccompanied test drives of unregistered new or unlicensed used cars. Current DVLA guidance makes no mention of whether a dealer representative should be in attendance during the test drive. However, most retailers generally assume that it is, and dealer insurance often insists on it.

MAY

MailOnline

Inside revamped showrooms ahead of grand reopening on June 1: How car dealers will look when they shift back into gear after lockdown on Monday

Sue Robinson, director of the National Franchised Dealers Association (NFDA), which represents franchised car and commercial vehicle retailers in the UK, said: "As lockdown measures start to ease, many of us will need cars to get back to work and the automotive sector looks forward to welcoming customers back into showrooms."

ABP

NFDA - on latest SMMT data (new car sales down 89% in May)

bodyshop

NFDA JOINS CALL FOR DEALERSHIPS TO REOPEN

The NFDA has lent its voice to those urging the government to include automotive retailers in the first wave of non-essential retailers opening to "get the country moving again".

CarDealer

New car sales in Europe fell by just over 62 per cent in May, new figures reveal.

Sue Robinson, director of the National Franchised Dealers Association (NFDA), said: "It is interesting to see that new car registrations showed a slight improvement across Europe in May with a less severe decline than in April, as lockdown measures began to ease and dealers reopened."

BBC NEWS

Coronavirus: 'Our business can now get cracking' after lockdown

Car showrooms have also been working to put measures in place to ensure the safety of staff and customers ahead of re-opening, said Sue Robinson, director of the National Franchised Dealers Association.

AUTOCAR

The car industry now: the state of motor retail

The National Franchised Dealers Association estimates 590,000 people worked in automotive retail before the crisis: the vast majority were furloughed, and rough estimates suggest that as many as 25% are taking redundancy as lockdown lifts.

GARAGE WIRE

Showrooms reopen in England

Sue Robinson, director of the NFDA, said: "Businesses have been working hard to put all necessary measures in place to ensure the safety of staff and guests, which is the number one priority."

MAY

THE SUNDAY TIMES

Click-and-collect keeps sales of some vehicles ticking over

Sue Robinson, director of the National Franchised Dealers' Association, said: "Retailers have reported positive figures from the first days back in business."

Motor Finance

FLA & NFDA welcome the reopening of dealerships

ABP

NFDA - on latest SMMT data (new car sales down 89% in May)

EXPRESS

New lockdown rules in place for motorists as restrictions are eased across the UK

Sue Robinson, director of the National Franchised Dealers Association told Which.co.uk that franchised dealerships were looking to open from today or as close to June 1 as possible.

FLEET EUROPE

UK car dealers re-open to an uncertain future

Sue Robinson, Director of the National Franchised Dealers Association, said: "The lockdown measures that have been imposed on vehicles have begun to ease."

TYRE

Van Sales Decline in May

"Light commercial vehicle registrations fell by 74.4% in May on the prohibitive cost of new vans and the impact of the lockdown," said Sue Robinson, Director of the National Franchised Dealers Association (NFDA), which represents franchised commercial vehicle and car retailers across the UK, commenting on the SMMT's LCV registration figures.

THE SUNDAY TIMES

New car sales barely out of first gear after lockdown

Sue Robinson, director of the National Franchised Dealers Association, saw a silver lining in regular commuters driving rather than using public transport, with "used and relatively economical cars particularly popular over the past weeks".

JUNE

MailOnline

MOTs will be mandatory again from August as the Government cuts short the six-month test exemption during pandemic

NFDA Director, Sue Robinson, said: "Ending the MOT extension is a step in the right direction to ensure safety as more people return to work and roads get busier."

DEALERS BOUNCE BACK STRONGLY FROM LOCKDOWN

AM ONLINE

NFDA appeals for Scottish showroom re-openings as Wales gets back to business

tyrepress

IGA, NFDA welcome decision to end MOT extension

AM ONLINE

Job retention and creation Chancellor's COVID-19 recovery plan priority

National Franchised Dealers Association (NFDA) director, Sue Robinson, said: "It is positive that following the support provided to employers through the Job Retention Scheme, the Government has committed to continuing to help employers retain their workforce and create new roles."

tyrepress

NFDA survey reveals post-lockdown automotive retail

tyrepress

Cautious optimism on car sales from NFDA

APRIL

FleetNews

Coronavirus lockdown presents new SMR challenges for fleets

Sue Robinson, director of the National Franchised Dealers Association (NFDA), said "Workshops and their technicians will play an important role in ensuring that critical vehicles can continue to operate safely and efficiently during these challenging times."

bodyshop

INDUSTRY OPTIMISTIC ABOUT USED CAR MARKET REVIVAL

Meanwhile, Sue Robinson, director of the National Franchised Dealers Association, said: "The used car sector performed well at the beginning of the year and the decline experienced in March is not surprising as it coincides with the overall economic downturn."

AM ONLINE

NFDA and SMMT create COVID-19 car sales best practice guide

NFDA Director, Sue Robinson, said: "It is positive that the automotive industry is working together to resume business as soon as possible in line with the government's guidelines."

NEWS WEBSITE OF THE YEAR

The Telegraph

Motor industry seeks help as car sales plunge after lockdown

The National Franchised Dealers Association warned that "some aspects of the Government's regulation and guidance are ambiguous, not least as a result of their lack of precedent, so may be open to different interpretations by enforcement authorities".

AM ONLINE

Government green light for lockdown car sales 'great news' for dealers

National Franchised Dealers Association (NFDA) published official Government guidance and its members could be continued away from a traditional showroom environment "in a manner that is safe and compliant with all coronavirus related health and safety requirements".

MOTORTRADER.com

NFDA and Auto Trader allow dealers to display EVA badge on adverts

Sue Robinson, director of the NFDA, said: "The EVA accreditation gives motorists the confidence that EV Approved retailers can provide the best possible customer experience in the EV sector."

FORECOURTtrader

NFDA calls on PM to include car dealers in first wave of retail openings

MOTOR TRADE NEWS

Association calls on Government to help support dealers

NFDA Director Sue Robinson said the retail automotive sector employs 590,000 people in the UK and businesses must be protected through supportive fiscal measures during the outbreak.

Auto Retail Agenda

Trade plate test drive clarity sought

The NFDA is lobbying the DVLA for clarification on using trade plates during unaccompanied test drives of unregistered new or unlicensed used cars. Current DVLA guidance makes no mention of whether a dealer representative should be in attendance during the test drive. However, most retailers generally assume that it is, and dealer insurance often insists on it.

JULY

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NFDA BACKS GOVERNMENT MEASURES TO SUPPORT JOBS

MOTORTRADER.com

NFDA clarifies position on customers and face masks in dealerships

Auto Retail Agenda

NFDA ISSUES FACEMASK LAW GUIDANCE FOR SHOWROOMS

The Guardian

UK public transport fears drive more online demand for used cars

The Guardian

The National Franchised Dealers Association (NFDA), the UK car dealer body, found that 55% of members surveyed had increased sales of used cars in the month to 2 July, compared with only a quarter who had sold more new cars through their websites.

AUGUST

AM ONLINE

Healthy sales conversions and busy showrooms underpin recovery, says NFDA

FleetNews

Used petrol and diesel values soar as demand outweighs supply

Sue Robinson, director of the National Franchised Dealers Association, added: "It is encouraging to see sustained growth in used car prices as it demonstrates that, despite the challenging economic circumstances, the public are placing their trust in cars as a means of safe and secure transport. It is interesting to see the greatest increase in value of diesel cars since September 2014."

MOTORTRADER.com

NFDA survey: Dealers see surge in online enquiries for used cars

AM ONLINE

NFDA publishes new car buying guide to boost consumer confidence

MAY

MailOnline

Inside revamped showrooms ahead of grand reopening on June 1: How car dealers will look when they shift back into gear after lockdown on Monday

Sue Robinson, director of the National Franchised Dealers Association (NFDA), which represents franchised car and commercial vehicle retailers in the UK, said: "As lockdown measures start to ease, many of us will need cars to get back to work and the automotive sector looks forward to welcoming customers back into showrooms."

ABP

NFDA - on latest SMMT data (new car sales down 89% in May)

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NFDA JOINS CALL FOR DEALERSHIPS TO REOPEN

The NFDA has lent its voice to those urging the government to include automotive retailers in the first wave of non-essential retailers opening to "get the country moving again".

CarDealer

New car sales in Europe fell by just over 62 per cent in May, new figures reveal.

Sue Robinson, director of the National Franchised Dealers Association (NFDA), said: "It is interesting to see that new car registrations showed a slight improvement across Europe in May with a less severe decline than in April, as lockdown measures began to ease and dealers reopened."

BBC NEWS

Coronavirus: 'Our business can now get cracking' after lockdown

Car showrooms have also been working to put measures in place to ensure the safety of staff and customers ahead of re-opening, said Sue Robinson, director of the National Franchised Dealers Association.

AUTOCAR

The car industry now: the state of motor retail

The National Franchised Dealers Association estimates 590,000 people worked in automotive retail before the crisis: the vast majority were furloughed, and rough estimates suggest that as many as 25% are taking redundancy as lockdown lifts.

GARAGE WIRE

Showrooms reopen in England

Sue Robinson, director of the NFDA, said: "Businesses have been working hard to put all necessary measures in place to ensure the safety of staff and guests, which is the number one priority."

SEPTEMBER

The Telegraph

'Revenge buying' drives surge in sales of 70-plate new cars

Sue Robinson, director of the National Franchised Dealers Association, said 86.5% of the body's members had now reopened and added that some brought staff back from furlough early to cope with demand.

MOTOR TRADE NEWS

Lexus stays on top in latest Dealer Attitude Survey

AM ONLINE

Car manufacturers' COVID-19 response rated in Summer 2020 NFDA Dealer Attitude Survey

AM ONLINE

NFDA urges compliance with Government's COVID-19 face coverings rules

MOTORTRADER.com

Dealers rate manufacturers on COVID-19 support in latest NFDA survey



NFDA



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