

# ASSOCIATION NEWS

**Mission:** To develop, implement and maintain standards for all Mobility services including Car Rental and Vehicle with Driver Service Industries for use in all distribution systems enabling customers to book with confidence.

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Season's Greetings



## Being prepared and adapting to change in an ever changing world.

2021 has had its own challenges, from the start of the pandemic in 2020 and the impact it had on the travel industry, we saw a huge amount of change and an industry which had to adapt to these changes and new regulations very quickly.

Fortunately this time around we were more prepared and everyone adapted as necessary to ensure customers and staff remain safe whilst still meeting obligations. ACRISS has also kept health and safety as its priority in all its projects.

ACRISS has continued to focus on Health and Safety, Environmental and Digital projects as we prepare for the future and new trends. We have embraced these new trends and tried to anticipate new ones from a new car rental Check-in concept to the electrification of the industry and the challenges faced with chip shortage and reduction in smaller affordable cars. We continue to review and adapt our standards to meet new expectations and requirements from location content to the evolution of our car codes ensuring they still meet industry objectives.

With the help of our members we have worked on projects for the benefit of the industry and ultimately the traveller with health and safety still at the forefront whilst always looking ahead.

Melanie Methven

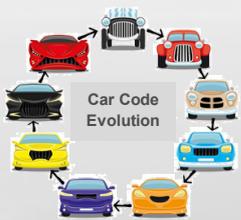
**News & Trending**

Our experts have highlighted the latest trends in the car manufacturing industry impacting the car rental industry from the continued chip shortage to the emergence of pricier electric vehicles. The new trend towards greener cars has pushed the price of both new cars and rentals. There are now less affordable economy cars as car manufacturers concentrate on the larger SUV type EV cars. For example the new Ford Fiesta is starting out at a much higher price pushing it and similar cars into new higher categories. Even cheaper smaller EVs are falling foul with performance and price.

See following web link on everything you should know about electric cars. [Motoring Electric](#)

### 2021 Accomplishments

- ◆ Roll out and support of **EV and Hybrid car codes and definitions** to support greener initiatives.
- ◆ Updated **Vehicle Selling Guides** in 5 languages
- ◆ Update **VDSI Service Categories**
- ◆ **Car Rental Check-in** to communicate drivers details prior to rental and reduce contact at the counter.
- ◆ **Car Code Evolution** (transition from combustion to EV) preparing for the future
- ◆ Review of **Location Codes** and requirement for future content



Greener cars



C02 Emission Guidelines



### 2022 Plans and Focus

- ◆ Standardise **Location Codes** and content for more efficient booking process and more enhanced content.
- ◆ Development of **EV/Hybrid codes** and new C02 Emission guidelines
- ◆ **Car Code Evolution** with the electrification of the car and rental industry to meet current and future requirements.
- ◆ **Digital focus** with **Connected cars** and **keyless car rental bookings**
- ◆ Review of **Policy content** including Ts & Cs
- ◆ Review of **Special Equipment codes**

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Selling Guides



Car Rental Check-In



Location Content



Educate



Communicate



Influence