



AVRO News

Association of Vehicle Recovery Operators

Issue 38

September/October 2016

Cartel concerning European truck manufacturers

The European Commission imposed a fine of over 2.9 billion euros on vehicle manufacturers MAN, Daimler, Iveco, DAF, Volvo and Renault for participating in a cartel concerning their medium and heavy trucks (investigations continue against Scania).

The cartel operated for over 14 years (1997–2011) where the companies illegally cooperated on a number of points, the principal one being increasing the wholesale prices of their medium and heavy trucks.

The companies concerned have all acknowledged their involvement and agreed to settle the case with the Commission, in exchange for a 10% reduction of the fine.

If you purchased a new truck manufactured between 1997 and 2011 by those listed above, it's likely you are entitled to claim damages and interest resulting from the overcharge.

AVRO in conjunction with CMG have already started this process by engaging a leading law firm RPC (UK) who specialise in competition law.

If you would like to register your interest, with the view to being included within the group, you can do so by visiting the AVRO website www.avrouk.com and completing the online form "Cartel Claims".

Please note: no legal obligation arises from operators registering their interest, it is simply an expression of interest and a request for further information.

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The Great AVRO Escape

Update received from Eilis Murray regarding the Great AVRO Escape.

It gives me great pleasure to announce that we have a final figure of £12,149.87 which was handed over to the AVRO Benevolent Fund! This was indeed a wonderful result! Thank you to everyone who took part and to the people who sponsored us. Well done, and a huge THANK YOU!



Eilis Murray (AVRO Finance) handing the cheque over to the Chairman of the AVRO Benevolent Fund, Eric Hammond

The many faces of AVRO

Tow Show figures have only been kept for the past 6 years, since its change of ownership to Dave Gregory from the RHA. Last year footfall topped the 1,000 mark for the first time and this year it exceeded this and passed the 1,000 mark. This might not sound much, but when the CV show at the NEC receives 9,000, you can see these figures are very good.



This year the Association made the decision to take a larger stand and promote its new business partners, all of which are listed at the end of this month's newsletter. The AVRO Benevolent Fund had two of the cars from the Great Escape on display, which attracted a lot of interest.

We can report the show was a great success for the Association, generating a lot of new member interest

and registering some 30 companies to the Manufacturers Cartel Claim, this represents over 12000 vehicles. If you have not yet registered, then please go to the link on our website and register, it will only take 3 minutes of your time.

We used the Tow Show to launch AVRO Training. Details of interest have been gathered and a training prospectus will be produced this year.



Finally, one of our new member registrations was Jon Beech Recovery Ltd. Jon is a big supporter of our industry and works as a technical advisor to Rob Fello, we look forward to working with Jon.

Derek Firminger, Chief Executive Officer

**FOR SALE
BY AUCTION AT
MANHEIM SHEPshed
THURSDAY 13TH OCTOBER
2009/2010
RENAULT MIDLUM
220DXI SLIDEBED
TRANSPORTERS
CHOICE OF 6**

For further details contact
Brian Rosington on
brian.rosington@manheim.co.uk




National Minimum Wage rates are changing

On 1st October 2016 the National Minimum Wage rates for the different age bands and for apprentices will increase. All employers need to make sure they are ready.

Employers who don't pay National Minimum Wage rates are liable to public naming via a government press release. HMRC has investigated more than 70,000 employers and last month almost 200 employers were named.

If you haven't already, you need to now:

1. Find out the new National Minimum Wage rates of pay.
2. Check you know who is eligible in your organisation.
3. Take the appropriate payroll action.

You can find further information on the HMRC employers' National Minimum Wage page.

Large vehicles you can drive using your car or lorry licence

This information leaflet covers:

- goods vehicles that can be driven with a full car licence
- buses that can be driven with a full car licence
- minimum ages
- descriptions of vehicle categories before 19 January 2013

- descriptions of vehicle categories on or after 19 January 2013

For more information, please go to

www.gov.uk/browse/driving

Prices from Fuelmate



W/C 26th September

Esso	: 92.17 ppl Excl VAT
BP Bunker	: 92.14 ppl Excl VAT
Shell	: 93.63 ppl Excl VAT
Texaco	: 92.16ppl Excl VAT
UK Fuels	: 90.84 ppl Excl VAT
Keyfuels	: 91.53 ppl Excl VAT

W/C 19th September

Esso	: 91.63 ppl Excl VAT
BP Bunker	: 91.59 ppl Excl VAT
Shell	: 92.17 ppl Excl VAT
Texaco	: 92.16ppl Excl VAT
UK Fuels	: 90.69 ppl Excl VAT
Keyfuels	: 91.10 ppl Excl VAT

For further details, or to obtain a fuel card please contact:

Tracey Easton
 T: 01482 387777
 F: 01482 338591
 E: tracey.easton@fuelmate.co.uk
 W: www.fuelmate.co.uk
 Witham House, 45 Spyvee
 Street, Hull HU8 7JR

fuelmate

 Filling you with confidence

Harsher penalties for using phones at the wheel proposed

Transport Secretary Chris Grayling wants tougher penalties for motorists who use mobile phones while driving.

Under the proposals drivers caught using a phone while driving would be given a six-point penalty and given a minimum fine of £200. This is double the current punishment and would mean that new drivers would lose their licence the first time they are caught using a handheld phone.

Mr Grayling said: "As technology develops, mobile phones are common place, but we need to take responsibility for our actions and as drink or drug driving has become socially unacceptable, so must using mobile phones at the wheel.

"It may seem harmless when you are replying to a text, answering a call or using an app, but the truth is

your actions could kill and cause untold misery to others."

Figures from the Department for Transport show that a driver distracted by their phone was a factor in 492 accidents in Britain in 2014—including 21 that were fatal.

AA president Edmund King said: "Driving while using a phone is a dangerous habit which has only got worse over the last couple of years.

"The current fines and points are not enough of a deterrent. We need to double the fines and double the penalty points to have a real impact.

"Once drivers realise there is a real danger of losing their licence, they are much more likely to quit their addiction of using the phone behind the wheel."

Hall of Fame

Congratulations to Eric Hammond of Fillongley Garage, who has been inducted into The International Towing and Recovery Hall of Fame in Chattanooga, Tennessee. Eric was accompanied by his wife Joy and Past President Eilis Murray and her husband Tom. It was a hectic 5 days over there as this was the 100th Anniversary of the first Tow Truck that was made there by Ernest Holmes Senior. The recovery industry has come a long way from that first small basic truck with a winch on the back to the huge wreckers you see on the highways and byways of today. We are sure Ernest Holmes did not realise the impact that his invention would have, as he helped to create a worldwide industry.

Eric was escorted into the Hall of Fame by Eilis, who herself was inducted in 2011. She was the first Irish person to receive this honour. Eric was joined by 7 men and 1 woman from Canada and the US, making up the Class of 2016. Eilis escorted Eric up to the podium, then Tom Tedford MC read out Eric's biography to the 350 attendees of the Gala dinner. His portrait was then unveiled. It was very impressive to hear a man



of his age is still working 7 days a week! Eric is a member of the AVRO National Council, representing Region 6. He is also the Chairman of the AVRO Benevolent Fund. He represents AVRO on the

SURVIVE committee. In 1998 Eric was awarded the "AVRO Man of the Year" at the annual dinner. In 2012 Eric received an award from the Warwickshire Police for 50 years service—it is the first time that this award has been given. Needless to say, being inducted into the International Towing & Recovery Hall of Fame is the highest honour you can receive in our industry. Eric is well deserving of this honour.

On the Saturday evening there was a huge parade through the streets of Chattanooga of wreckers from years ago to the present day. It was a very impressive parade, watching how the humble tow truck has evolved over the 100 years. As evening came to a close, a wonderful fireworks display was put on at the waterfront, closing the 100th Anniversary. It was a very "special" year to be inducted and Eric has earned his place on the wall of fame in the Museum.

AVRO's new member service ... Licence Check! Saving you time and money

AVRO now has a driving licence verification service which will **save you time**, replace the burden of collecting paper records from your drivers and also support your corporate responsibilities as an employer under Duty of Care & Health & Safety legislation.

The Service

The AVRO licence check electronic service programme uses the latest technology to allow you to check your employee's UK driving licence details, status and credentials using the DVLA record. It is a **fully secure** service which allows AVRO access to provide full driver and licence reports.

Consent

To comply with the Data Protection Act, an employee must consent to their licence details being checked. AVRO licence check obtains this permission by issuing a D796 Driver Mandate Consent Document or by obtaining e-consent from the employee or driver. Once received consent is **valid for up to 3 years** providing he/she remains within your employ or control and does not withdraw their consent, meaning that you can recheck the licence as often as required.

The Process

Once consent has been granted and the Consent Document has been submitted, the AVRO licence check service is able to access the DVLA "LIVE" database via a dedicated secure Government Gateway connection. Licence information is then made available, **in real time**, to your customer portal account.

The licence results will;

- Verify that the driver is licensed to drive
- Verify the current endorsement status and penalty points (if any)
- Confirm all category entitlements, including start and end dates
- Provide warnings and Immediate Actions in case of expiries, revoked and disqualified drivers
- And more

The cost

You are simply charged for how many licence checks you intend to make, e.g. if you have 36 drivers and wish to check them once a year, you will be charged for 36 credits (1 credit = 1 check). You may of course purchase more credits at any time if your number of drivers or checks increase. Typically clients check their drivers at least twice a year.

From £4.25 per check*

Call 01788 572850 to find out how simple and cost effective it is for compliance and peace of mind

* Price for AVRO members, price excludes VAT. Non-member price is £5.50 + VAT per check.

See next page for the Driving Licence Enquiry Form



AVRO DIRECT INSURANCE CALL **0333 210 2470**



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- HIGHLY COMPETITIVE PREMIUMS, INCLUDING A SPECIAL PREMIUM REBATE SCHEME



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 VAT No 683414428

LICCENCE CHECK DRIVING LICENCE ENQUIRY FORM

Company Name:

Company Address:

Please fill in the details for each driver that you require a licence check for:

Surname:

First Name: Middle Name(s):

Date of Birth:

Driver Number:

Current Address:

Line 1:
Line 2:
Post Town:
Postcode:

Address on Licence (if different):

Line 1:
Line 2:
Post Town:
Postcode:

Price for AVRO Members is £4.25 + VAT per check.
 Non-Member price is £5.50 + VAT per check

Please send the above form to sara@avrouk.com or fax to 01788 567320. A declaration will then be sent back to you for your driver to sign in order to obtain their licence check report.

Payment will be required prior to releasing reports. Payment can be made by Cheque/Card.

Vehicle safety recalls

DVSA reference number	Make and model	Issue
R/2016/081	Nissan: X-Trail (T32), NV200 (M20) & e-NV200 (ME0)	Back doors/hatchback may be unsupported when open
R/2016/121	Chrysler: Jeep Cherokee (KL)	Centre rear seat belt retractor may not comply with requirements
R/2016/123	Infiniti: Q50 (V37)	Steering/directional control may be affected
R/2016/126	Honda: Legend	Passenger side airbag may fail to deploy correctly
R/2016/127	Honda: Civic Hybrid, CR-V	Passenger side airbag may fail to deploy correctly
R/2016/131	Land Rover: Discovery Sport 2.0L & Evoque 2.0L	Fuel may leak
R/2016/142	Subaru: Tribeca	Bonnet catch may open
R/2016/147	Subaru: Forester, WRX, Legacy & Outback	Engine may stall
R/2016/148	Subaru: Impreza	Airbag may not deploy
R/2014/154	Jaguar: F-Pace 3.0L diesel vehicles	Risk of fire
R/2016/156	Mercedes-Benz: Vito & V-Class	Braking performance may be reduced
R/2016/163	Chrysler: Jeep Cherokee	Headlight directional control may fail
R/2015/164	Mercedes-Benz: Arocs	Short circuit may occur
R/2016/167	Mercedes-Benz: Arocs, Antos & Actros	ABS function may be inoperative
R/2016/169	Toyota: Auris & aftermarket model ADE186, NDE180, NRE180, ZRE185 & ZWE186	Headlight may malfunction
R/2016/170	Infiniti: Q70	Engine may stall
R/2016/173	Bentley Motor Cars: Continental Flying Spur	Glass sunroof may detach
R/2016/180	SEAT: Mii, Ibiza, Leon & Toledo	Manual child lock may disengage without warning
R/2016/182	Zenos Cars Ltd: E10, E10S & E10R	Brake fluid may leak
R/2016/186	Mazda: 2	Fuel may leak
R/2016/195	Peugeot: 308 SW	Glass panel may detach without warning
R/2016/196	TEMSA Global: MD9	Vehicle may catch fire
R/2016/201	MAN Truck: TGM (N16, N18, N26, N28 & N44)	Compressed air tank may rupture
RM/2016/029	Honda Motorcycles: GL1800	Airbag may not deploy correctly



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Christmas card competition

Calling all kids!!!

Christmas is coming - Let's get designing AVRO's 2016 Christmas Card

With Christmas just around the corner, AVRO are inviting its members' children to design this year's Association Christmas Card.

All designs must have a Christmas theme based on recovery, and of course AVRO. So kids, get out the pens, crayons and paints and get your designer hat on.

This competition is open to age group 12 and under.

Closing date for your design is **31st October 2016**

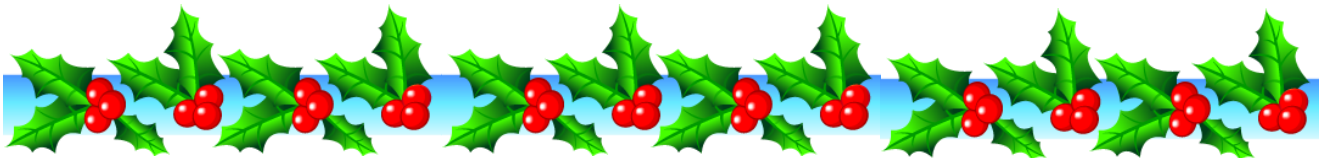
1st Prize: £100 gift voucher

2nd Prize: £75 gift voucher

3rd Prize: £50 gift voucher



Full scheme rules are available from Sara: 01788 572850 or sara@avrouk.com



Scheme rules:

1. All participants must be no older than 12 years by 31st December 2016.
2. All entries must be with the AVRO office in Rugby on or before the 31st October 2016.
3. Rugby office address:
AVRO Ltd
AVRO House
1 Bath Street
Rugby
CV21 3JF
4. Contact details:
Phone: 01788 572850
Email: sara@avrouk.com
5. The reverse side of your picture must clearly display the following:
 - a) Full name
 - b) Date of birth
 - c) Full address including post code
 - d) The recovery company your relative works for
 - e) His or her name and contact number
6. No names or signatures are to be displayed on your design.
7. Your design must be on A4 paper leaving a 20mm border

Best of luck, and happy designing!



*Association of Vehicle Recovery
Operators*

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Phone: 01788 572850
Fax: 01788 567320
E-mail: sara@avrouk.com

Business partners

Special arrangements available to AVRO members. Make use of these member benefits and easily repay the cost of membership:

Apex RMS is the most advanced recovery management system on the market and will suit the needs of all businesses, large or small. Apex is the first recovery software company to offer complete round-the-clock software support, 365 days a year as standard.

ISUZU: Leading truck manufacturer specialising in supporting the recovery vehicle industry. Isuzu's reputation for building reliable, durable vehicles is worldwide and unquestionable.

LicenceCheck: Our driving licence checking system allows you to manage driver consent, via e-consent or paper consent mandates forms. Verification checks provide expose risk supported by reporting, consultation on managing "at risk drivers".

Fuelmate: Tailored fuel solutions, providing discounted fuel through over 7,000 outlets.

TAC: With over 25 years' experience, TAC provides a full range of services that include analysing tachograph data, carrying out compliance audits, guiding you through your operator's licence application and representation at public inquiry.

F1 Personnel: Specialists in recruitment within the breakdown and recovery industry, covering all staffing categories from roadside to control including admin and management.

HTP Solutions: Websites, designed, built and adapted to use on desktop, laptop, smart phone and tablet devices.

Training and development

AVRO: Recovery industry training at competitive rates and to the highest standards.

IVR: Instructor or training provider authorised to train the National Highways Sector Scheme 17/17B NHSS 17/17B delivered to National Occupational Standards.

Sigma: Sigma Studies Ltd has over 30 years' experience and has grown to be one of the largest transport training solution companies within the industry, covering all aspects of transport training as well as offering consultancy services, Driver CPC and PDP consortia for companies delivering in-house training.

F1 Personnel / Apex: Approved Apex Recovery Management System (RMS) training for the small, medium and large operator. Offering RMS training from induction, refresher and advanced.
