



Association of Vehicle Recovery Operators

Member Benefits Guide

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ABOUT AVRO

Association of Vehicle Recovery Operators

AVRO is the largest and most established trade association within the UK and Republic of Ireland, representing members of the roadside recovery industry. AVRO provides a voice to its members to allow them to be heard and represented and equally provides a means for Governments, agencies, Police Forces, Highways organisations and many other stakeholders to approach and consult with the roadside recovery industry. So, when a government department or agency needs to understand or needs to be educated on anything roadside recovery, it is AVRO that they come to, to learn and understand from those at the coal face.

On 1st October 2023 AVRO became the eleventh trade association to join into the Retail Motor Industry Federation (RMIF). AVRO and its members will now benefit from RMI's established political and media connections to lobby on behalf of roadside recovery operators across the UK and ROI, enabling a heightened ability to tackle the serious issues which are facing the sector.

As an established and respected trade association, AVRO is active in many industry stakeholder groups, all of which are pertinent to our members and the wider industry.

AVRO are involved in the following Stakeholder Groups:-

- **National Highways—As part of the Strategic Partnership Agreement signed between National Highways and the roadside recovery industry an Executive Committee was formed of which AVRO is a key player, representing our members at the heart of the National Highways operation.**
- **New PAS 43 Working Group to ensure relevant reviews and updates are carried out.**
- **NRITG—NRITG was formed to ensure stakeholders had an input in key decisions directly relating to the industry's National Training Scheme. The NRITG comprises of IVR (UK) Ltd and representatives from across the industry including AVRO.**
- **HSE—As part of the HSE Motor Industry Forum we contribute and offer industry knowledge to HSE on all matters pertaining to roadside recovery**
- **Apex ANS Forum—Representing our members, we meet on a regular occasion with Apex Networks and other industry stakeholders to assist in the development and implementation of improvements to the Apex ANS system, which is the industries predominant IT communication software**

Call 01788 572850 to enquire about AVRO Membership



EXECUTIVE COMMITTEE & AVRO'S ACHIEVEMENTS

Association of Vehicle Recovery Operators

The members of the AVRO Executive Committee give their time freely and meet on a monthly basis to discuss the topics brought to it by membership and others, but also to plan and agree the aims and aspirations of the Association, and what it aims to bring from its representation.



Below are examples of AVRO's achievements:

- AVRO secured an increase in the Statutory Fees for the Removal, Storage and Disposal of Vehicles in Scotland.
- AVRO was instrumental in achieving a 28% increase in Statutory Fees for England & Wales for the Removal, Storage and Disposal of Vehicles.
- Involved in Working Groups discussing electric, and alternative fuelled vehicles and the issues and financial impacts of providing a recovery and storage solution for alternatively fuelled vehicles.
- AVRO is currently working on the review and update of PAS 43
- AVRO recently got a triumphant result on parking charges for recovery vehicles where a parking charge must not be pursued in relation to vehicles where evidence is provided that they are identified as: - *a breakdown assistance or recovery vehicle in use for recovery of a vehicle on the premises that has broken down and cannot safely be driven out without repair.*
- Attended the 2024 NPCC conference where concerns were raised about Police Contracts etc.
- Exemptions from certain emission zone areas
- Established partnerships that can offer commercial savings for members

Have a question? Call our member helpline on 01788 572850



AVRO MEMBERSHIP HELPLINE

Association of Vehicle Recovery Operators

We are here to help you

Our helpline is the first point of contact if members need help or advice on any automotive related issue. We have the knowledge to help you resolve your problem.

As part of your membership we encourage you to utilise our expert advice wherever possible. Our member helpline is open from 9.00am to 5.00pm Monday to Friday, with friendly and approachable staff that are ready to help. All you will need is your membership number.

We can assist you with:

- Human resources support
- Legal advice
- Conciliation and arbitration
- Health & Safety
- Additional membership services
- Lobbying for issues affecting your business
- Implementing legislation
- Industry scam information
- Commercial services
- Exclusive member offers
-and any other issues you need help with

Call 01788 572850 to contact AVRO Membership Helpline



LEGAL ADVICE

Association of Vehicle Recovery Operators

We are here to help you solve your legal issues

In the unlikely event you need legal assistance, the RMI legal team is on standby to offer guidance to members on a wide range of essential topics, including employment, commercial, contract and consumer law.

- Provision of the web based HR toolkit
- Provision of our legal helpline that can provide assistance on HR and commercial law
- Comment on documents in relation to HR and commercial law issues
- Assistance is given by a dedicated team of solicitors / barristers



Complex Cases

If you have a serious or complex legal issue, preferential rates are available to ensure that your problem can be solved in a cost-effective manner.

- Pay as you go basis
- Preferential, fixed rate if case moves into litigation
- Charges are agreed directly with the member and legal team before any work is carried out

Need assistance with a legal matter? Call our member helpline on 01788 572850



HR TOOLKIT

Association of Vehicle Recovery Operators

Our HR support includes:



- **Sample Job Descriptions**
- **Recruitment Guidance**
- **Inductions**
- **Policies & Handbooks**
- **Performance & Management**
- **Ending Employment**
- **Terms & Conditions**
- **Health & Safety**
- **GDPR**
- **Apprentice contracts**

With employment law becoming more complex and changing frequently, it can be difficult to keep up-to-date and ensure compliance with the legal requirements placed on employers.

RMI HR gives members step by step guidance in every aspect of personnel via a comprehensive online library of documents. You get the facts and forms you need at the click of a mouse and advice on how to use them at the same time.

When you need detailed or emergency assistance, you can pick up the phone to the HR helpline.

Call 01788 572850 and join AVRO to gain access to the HR Toolkit



ALTERNATIVE DISPUTE RESOLUTION

Association of Vehicle Recovery Operators

The National Conciliation Service

The National Conciliation Service is an **Independent CTSI certified Alternative Dispute Resolution (ADR) provider** that can help you prevent detrimental disputes and restore good customer relationships.

This key service is part of membership and provides reassurance and peace of mind to both member and consumer.

There are different levels of Alternative Dispute Resolution available through the NCS: Mediation/Conciliation, Arbitration, and Legal Representation.



AVRO members can:

- Promote NCS membership to customers
- Inform customers about the benefits of dealing with their business as a member of AVRO
- Advise customers of the conciliation and arbitration service, should the need arise
- Solve disputes amicably and fairly, without court hearings

Find out more at NationalConciliationService.co.uk

What is Alternative Dispute Resolution?

Received a complaint from a customer and not sure how to handle the situation?

Alternative Dispute Resolution is a means of settling disputes without resorting to the courts.

Settlement of disputes is typically faster and cheaper for both the consumer and trader when using Alternative Dispute Resolution.

Have further questions about Alternative Dispute Resolution? Call 01788 572850



COMMERCIAL SERVICES

Association of Vehicle Recovery Operators

Insurance From **HOWDEN**

AVRO's business partners **Howden** work across all commercial sectors, but most importantly they have a passion for the motor trade and vehicle recovery sectors.

They have an in-house Claims team on hand when you need them the most, and an Employee Benefits team that provides a range of product and services for businesses, to help support your staff's health and wellbeing. In addition, they also have an award winning Private Clients division providing insurance guidance for all their personal clients.

Our partnership provides all members in the UK and Republic of Ireland exclusive access to a bespoke insurance and employee benefits solutions. The facility provides covers for all elements of your business and operations, such as roadside and recovery operations (Road Risk), both light and commercial, vehicle storage, MOT testing, garage services, repairs and maintenance and specialist recovery, again both light and heavy.



Howden's service provides:-

- **Discounted premiums**—As an AVRO member, you will receive exclusive preferential rates
- **Low claims rebate**—Enjoy a percentage rebate on your premium, assuming low-claims frequency
- **Interest free credit**—Pay your premium in convenient monthly instalments, without incurring interest
- **£10million Standard Public Liability cover**—We realise your contracts have specific insurance requirements, and this is one of them, so we include it as standard
- **Unlimited casualty / transported vehicle valuation cover**—We understand that it can be difficult to predict the value of vehicles that you recover from the roadside. As an AVRO member, you'll enjoy generous limits on vehicles being recovered and transported, with cover without specific limit per vehicle.
- **Death in Service and Personal Accident cover Bespoke Directors and Officers liability**—Receive worldwide cover for Corporate Legal Liability, Employment Practice Liability, Crime, Health & Safety & Corporate Manslaughter
- **Dedicated support**—Every AVRO member will have a dedicated team of insurance and Employee Benefit experts to advise on your insurance cover, negotiate with insurers, deal with day-to-day issues and make sure that claims are handled fairly and promptly.

Insurance due for renewal and need a no obligation quote? Call AVRO on 01788 572850



COMMERCIAL SERVICES

Association of Vehicle Recovery Operators

Business Overheads From **Maxwell Grant Consultancy**

PROCUREMENT SPECIALISTS

Loyalty isn't always the best policy.

Mark Shearring, of **Maxwell Grant Consultancy** aims to help save you money, maximise your profits, and/or find other suppliers who offer better customer service. In today's stressed, stretched economy, Mark will help you find the type of suppliers you've always wanted to work with, but who've not yet crossed your path.

There's nothing to lose—For your business Maxwell Grant Consultancy are a **free resource** and will always uphold the highest standards of honesty and integrity. You will also **keep all the savings** that Mark finds for you. He earns his commission directly from the new supplier. If Mark can't find you a better deal and/or solution, then you have the reassurance that you're paying the best price/tariff for your business costs.



- **Gas & Electricity**—Send your latest gas and electricity bills to Mark or your renewal letter from your current supplier and he will check and ensure that you are on the best tariff.
- **Telecoms and Broadband**— Ensure you have the fastest most reliable broadband at the best price. Arrange a call with Mark to talk through your current and future telecom requirements as well as send him all your bills, so that Mark can find you the best and most cost-effective telecom solution
- **Mobiles**—Mark will find the best mobile network for your requirements. Even if you need different networks for your mobile handsets, you will still receive one bill! Just send Mark your latest mobile bill.
- **Card Processing Services**—Mark will ensure you have the right card terminal for your requirements and find you a better deal on your card processing fees
- **Remote IT Support**—Ensure all your IT hardware is fully supported and secure from any spam and viruses. We will also check that your cybersecurity is sufficient to protect you from any cyber-attacks.
- **Photocopiers & Printers**—If your current photocopier/printer contract is coming up for renewal, send Mark your latest bill and he will arrange a fact-finding call to establish what you're looking for in respect of your printing and copier requirements
- **Water & Waste**—Send Mark your water and waste bills so he can review them to see if he can find cost savings for you. Mark will also establish if there's any savings to be achieved by looking at reducing your consumption
- **Commercial Property**—Advice on business rates, commercial leases and acquisitions

Spending too much? Need advice on how to save on overheads? Call AVRO on 01788 572850



COMMERCIAL SERVICES

Association of Vehicle Recovery Operators

Finance From *EFT Finance*

Does your business need funding?

Do you need to borrow money?

Trust *EFT Finance* to get the best financial deal for you.

EFT Finance have a broad range of trusted industry funders, and they are dedicated to getting their customers the very best finance deals.

You receive a personal service from a team of experienced finance professionals who match your funding requirements to appropriate funding solutions.



EFT FINANCE

ASSET FINANCE FOR BUSINESS GROWTH

Need finance? Call AVRO on 01788 572850



COMMERCIAL SERVICES

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AVRO Fuel Card From

Silvey Fleet don't just provide your drivers with a fuel card—they'll work with you to understand how your fleet operates and make sure you have the right cost-saving fuel cards for your business.

The key benefits of a Silvey Fleet fuel card are:-

- **No hidden fees / Free to set up**—There are no annual charges for a Silvey Fleet fuel card and you won't be charged transaction fees or for overusing your cards. Even if you're a low user of fuel and only have a few vehicles, you can still apply for a fuel card—they work with fleets of all sizes! Silvey Fleet can also help you decide whether to have named vehicles or named drivers attached to your fuel cards.
- **Less admin / Making fuel simple**—Get regular reports that link with your expenses system and VAT register. Online access also gives you the freedom to view transaction reports and control sundry purchases
- **Safe and secure / You're in control**—Fuel cards are tied to individual drivers or vehicles, plus you can set daily or weekly limits on cards, as well as restricting sundry purchases
- **Fuel Savings / Get more for less**—Access fixed weekly fuel prices, interest-free credit and flexible payment terms—helping you stay in control of your costs
- **Save up to 10% on your business fuel costs**—Silvey Fleet can offer you access to competitively priced petrol and diesel at thousands of multi-branded fuel stations throughout the UK, including HGV sites.
- **Dedicated account management**—Silvey Fleet offers exceptional customer service to all fuel card holders by allocating a dedicated account manager to look after you. Your account manager will work with you to understand your business and your fleet, then offer a solution that fits you.
- **Outstanding customer service**—Each week you'll be advised what the fixed discounted price will be, so you know where the cheapest fuel is. Your account manager can also show you which fuel stations can accommodate HGVs. You'll receive a weekly online usage statement, so you can see how much you're spending at each location and by driver—helping you keep track of fuel costs.



To save money on your fuel costs, please call 01788 572850



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CALL OR EMAIL US NOW

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