



AVRO

NEWS

*70 Years In Recovery,
Congratulations Unity*

GRAHAM'S GAB
BEST

BREAKDOWN

COVER

SURVIVE BEST

PRACTICE

GUIDELINES

(WORKING
WITHIN AREAS

OF 'SMART
MOTORWAYS')

PRESS RELEASE

SLOW DOWN OR

MOVE OVER

RECOVERY JOB



The official Printed & Digital Magazine
of AVRO

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Welcome

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Recovery Driver Comes to the Rescue!

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COVER STORIES

He selected the title Unity because he believed in Unity amongst people

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What would you like to see featured in the next issue of this magazine?

Send us your thoughts...

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GRAHAM'S GAB

LET'S TOUCH BASE WITH GRAHAM IN THIS MONTH'S AVRO NEWS



This past month I have been visiting operators up and down the Country, new and old. The face to face meetings are invaluable and it is evident that we have common interests and concerns regarding this industry of ours.

I do my best to answer any queries operators have and if I cannot answer them right away I most certainly seek the answers and advice from Members who do know, particularly our very experienced Council Members.

I think I mentioned this before, contrary to popular belief, we are not all made up of 'Spitting Image' Characters, well perhaps a couple!!!

Seriously though, led now by Stephen Smith, president, his Council is made up of new blood mixed in with old blood and the combination has resulted in a very active progressive Council working so hard behind the scenes for the benefit of not just our members but all Recovery Operators. Trust me, that is not "Scottish Hot Air" that is fact. The coming months will prove me right.

I attended, TruckFest in Edinburgh a couple of weeks ago and was simply amazed at the interest and crowds who attended. It was a real fun day out for the family and there were lots to experience, including Driving Challenges by trucks supplied by M8 Recovery. Most truck Manufacturers were in attendance. Many Scottish Operators make

a weekend out of it (few sore heads in the morning). Big monster trucks leaping over 5/6 vehicles. Lots going on for the family. It was a particularly fine day which always helps events like that and the feedback I have to say was positive, there was no evidence of doom and gloom.

One of my funnier moments was catching young Amelia, granddaughter of Malcom, and niece of Michael, (New Members Ross's Garage Inverness,) valeting one of their vehicles (see picture opposite) They start them young up in the highlands!!!!

Another event I witnessed was the unveiling of a brand new Renault Tractor Unit on the Renault Stand to Karen Yuill Ltd to their unsuspecting Heavy Driver, Jim McGeadie (centre) who had no idea that this vehicle was personally assigned to him. When Karen and Willie presented it to him his face was a picture.

On a more serious note to our Industry, by now you will have read the Press Release produced by AVRO regarding the Scottish Police Contract. It is a very serious matter and has to be addressed.

As a responsible Trade Association, it is only correct we deal with this issue fairly and for the benefit of all members, and that there is always a level playing field to compete in.

You know by now, thanks to AVRO's lead, efforts and expense there is a Consultation Paper in progress regarding Rates, which have not been changed for over eight years. Many stakeholders including ourselves have contributed to this Consultation exercise and I am more than confident something positive will come out of it for existing and perhaps prospective Police Contract Operators in the near future.

The findings are likely to be made public in the Autumn, perhaps as early as September.

In the meantime, the Press Release regards a more serious issue and that is made clear in our statement, overcharging!!! By,

it has to be said, a minority of Recovery Operators.

Our Press Release makes out very clearly AVRO's views in this matter

Finally, on this point, it pains me to hear of any Recovery Operator in trouble, but two casualties have emerged this week, as having lost the Police Contract. I do not have the full details as to why at this stage but will be keeping a close eye on events unfolding.

Finally, on my travels again next week for a few days visiting Operators large and small, and undoubtedly will have a few more tales to bring you in the next edition

Best Wishes

Graham

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AVRO NEWS

AVRO have been an Association for over 40 years.

Our magazine celebrates the industry as well as being informative on everything you want to know and need to know.

It's all about you!

TRUCKFEST EDINBURGH



Two year old girl-polishing her daddy's truck... This is what it's all about!



PRESS RELEASE



AVRO have been engaged in court proceedings with Police Scotland in connection with the operation of the statutory scheme for the removal of vehicles that have broken down on roads in Scotland.

In terms of these proceedings AVRO have challenged the way in which Police Scotland administer this Scheme. AVRO's position is that the law in Scotland is clear and that a fixed fee of £150 only can be charged for these recoveries. The reason AVRO raised court proceedings was that they had discovered practices whereby operators carrying out recoveries under the Scheme charged motorists charges that were in addition to those allowed in the legislation.

In other words operators were rendering charges that they were not allowed to in law. From AVRO's investigations these practices appeared to be widespread. AVRO took the view that, as a representative of operators who work within the vehicle recovery industry, it was important it took steps to address this situation. It was for this reason it raised court proceedings.

These Court proceedings have been extremely important for the following reasons.

They have established that Police Scotland have adopted a practice whereby they have permitted operators acting for them, when carrying out statutory removals, to charge more than is allowed by law. It appears this practice has been ongoing for a number of years. It appears Police Scotland have specifically permitted these operators to charge more than is permitted by law in the event the circumstances of the recovery are abnormal or exceptional. This is not permitted by the law. Police Scotland now accept this. As a result steps are being

implemented to amend the law. This process is ongoing. AVRO have participated in the consultation process.

This is obviously extremely good news and vindicates AVRO's decision to litigate. Had AVRO not done so it appears these non-lawful practices would have continued. That would be to the detriment of the industry and public.

AVRO are now turning their attention to the further issues that they think require to be addressed.

AVRO's investigations have revealed further issues in connection with the operation of the Scheme. In particular AVRO's investigations have revealed practices whereby operators have been rendering additional charges in routine recoveries, that is in recoveries that are neither abnormal nor exceptional. They have discovered instances of fictional charges being rendered by operators. They have discovered inconsistencies in respect of the application of VAT on charges in recoveries. AVRO's position is that Police

Scotland should investigate these issues. These issues indicate practices that are not only non-compliant with the law but, on any view, extend beyond the basis of charging (admittedly unlawful in itself) permitted by Police Scotland. In AVRO's opinion these actions raise questions in respect of the integrity of the operators rendering these charges as well as the conduct of those who are responsible for managing the Scheme.

AVRO have brought these issues to the attention of Police Scotland and requested they investigate. Regrettably, despite AVRO having provided Police Scotland with a detailed report in support of its concerns, Police Scotland have advised they do not intend to carry out an investigation. AVRO do not think this is an appropriate response and that an investigation is required. AVRO are accordingly now invoking steps to force the required investigation.

BENEVOLENT FUND



Don't know where to turn in times of stress?

Hopefully the majority of us will never know that feeling of sheer despair and frustration. The AVRO Benevolent Fund is here to help should you ever need it.

It was set up by the founder members of AVRO to help fellow recovery operators, their families and employees should they require any assistance.

No one should ever feel they are alone as we are always here to offer help.

Tel: 01676 540636

Email: eric@fillongleygarage.com

www.m8recovery.com

tel: 0141 883 0888 : info@m8recovery.com



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BEST BREAKDOWN COVER

Our latest Driver Power survey reveals the best car breakdown cover providers for coming to the rescue in a roadside emergency

Breakdown cover can add huge reassurance to your motoring life, but unless you do your research, you'll only find out how good your breakdown cover provider is when you call upon it in your hour of need. That's where our Driver Power results kick in: by asking our readers about their real-life experiences with breakdown cover, we're able to paint an accurate picture of the sort of service you can expect.

To help you make the right decision, we've ranked the top 25 breakdown providers in the UK, detailing the top five across seven categories. You'll also find information of the most common response times and the reasons why motorists tend to use breakdown services.

Why did you call the firm out?

Mechanical fault	33.20%
Flat battery	26.40%
Tyre puncture	17.20%
Misfuel	6.80%
Ran out of fuel	6.70%
Other	9.70%

Almost half of our readers called upon their breakdown provider following a mechanical fault or flat battery, with punctures prompting a further one in six callouts. Running out of petrol or diesel was behind 6.7 percent of rescues, with misfuelling accounting for a similar proportion of breakdowns. Interestingly, over twice as many people reported running out of fuel or misfuelling this year compared with 2017.

How long did it take the breakdown provider to arrive at your vehicle?

Less than 30 minutes	18.00%
30 minutes to one hour	42.90%
One hour to two hours	27.70%
Two hours to three hours	8.20%
More than three hours	3.20%

Breaking down can be dangerous, particularly if you've stopped on a motorway hard shoulder or refuge area – so it's reassuring to learn that the majority of Driver Power respondents were rescued within an hour of reporting their plight. The 27.7 percent waiting between one and two hours may consider that time to be reasonable, but the same is unlikely to be said of the 11.4 percent forced to wait for two or more hours.

Towed to garage of choice	18.00%
Garage of provider's choice	3.20%
Towed to location of choice	8.40%
Problem permanently fixed and I continued my journey	37.70%
Problem temporarily fixed and I continued my journey	30.30%
They couldn't help me	2.30%

Reassuringly, the most common result for roadside breakdowns is the car being repaired there and then, either temporarily or permanently. And while almost a third of breakdowns resulted in cars being towed away, in most instances readers were taken to a dealer or location of their choice. Technicians were unable to help in just 2.3 per cent of cases, down from three percent last year.

Reason for choosing provider

Price	28.50%
Good service	9.20%
Used in the past	9.30%
Range of services	8.40%
They offer loyalty discounts	4.30%
Recommended	8.20%
Reputation	9.50%
Free with another service	12.90%
Free with the car	6.10%
Other	3.60%

Price is clearly the main factor when choosing a provider, but with good service and reputations motivating almost a fifth of buying decisions, breakdown firms can't rely on attractive deals alone. The offer of a range of services, such as insurance, attracted 8.4 per cent of buyers, while loyalty discounts retain almost one in 20 drivers.



Top 5 best car breakdown cover providers 2018

Scroll down to discover full details on the UK's best breakdown cover providers as voted for by you...

5. AA - 88.12%



Members place the largest provider here fifth overall, giving respectable scores in all areas. An impressive 68.2 percent were attended to within the hour, while 27.3 percent of cars were permanently fixed. You also told us the AA was very good at keeping you informed, and that cover was easy to purchase. While it didn't stand out hugely in any other areas, it posted a series of fairly consistent results.

Customer's view: "The AA couldn't repair my key fob, but it found a specialist to fix it at a reasonable cost."

Arrived within an hour? 68.2%
Top result of call-out: Permanent fix 27.3%

4. AutoAid - 88.90%



AutoAid slips from second place last year, but given the strength of the competition, that's not a genuine fall from grace. In fact, more technicians arrived within the hour than those from any other company in our top five. AutoAid also came second for how easy cover was to organise, and it repaired an impressive 31.6 percent of members' cars permanently by the roadside. The same proportion received a temporary patch, too.

Customer's view: "We broke down with our new baby. The kind technician turned a nasty experience into a mere blip."

Arrived within an hour? 71.1%
Top result of callout: Permanent fix 31.6%

3. Green Flag - 89.59%



GreenFlag
 No Matter What

The top provider for keeping customers informed, Green Flag is praised for having some of the friendliest staff of all. Its technicians and their vans were also felt to be the best presented, but Green Flag lost points for roadside repairs. Still, you told us no other firm offers better value for money, while not one respondent reported it was unable to help them. A bronze finish is hard earned and well deserved.

Customer's view: "The technician was polite and didn't make me feel stupid for having a flat battery!"

Arrived within an hour? 70.6%
Top result of callout: Permanent fix 35.3%

2. Britannia Rescue - 89.71%



A higher proportion of Britannia Rescue customers' cars were fixed at the roadside – either temporarily or permanently – than those of any other company, helping it secure second place here. The majority of callouts were attended to within an hour, while staff gained strong scores for friendliness. Results like these help Britannia clinch the silver medal, with the company shooting up from fifth place last year.

Customer's view: "Arrived in 25 minutes and diagnosed the fault, helping my car get repaired that day."

Arrived within an hour? 65.2%
Top result of callout: Permanent fix 34.8%

1. GEM Motoring Assist - 90.12%



Taking the top spot for the sixth year in a row, GEM is ranked well in almost every area. No other firm offers a better purchasing process, while 70.8 per cent of incidents were attended to within the hour, with a quarter of faults being permanently fixed and a further fifth receiving a temporary patch to get drivers on their way. GEM customers are more likely to recommend the company than members of any other breakdown organisation.

Customer's view: Friendly, accommodating, communicative – GEM got me home with minimal fuss."

Arrived within an hour? 70.8%
Top result of callout: Permanent fix 26.2%

Driver Power breakdown cover case study:

Name: **Ricky Tang**
 Lives: **North London** Drives: **Honda Jazz**

"I've been with GEM since 2009, and was lucky enough not to use it for the first few years," explained driving instructor Ricky. "My car's getting older, though, and I called GEM after it conked out. "A recovery truck came within 40 minutes and the mechanic was polite and helpful; it was cold, so he let me wait in his warm cab."

The gearbox issue couldn't be fixed by the roadside, so Ricky's car was taken to a dealer – and then to a cheaper place in the next town when the repair quote was too high. "GEM told me it wouldn't charge

me to take my car there, and tailored the service around my timetable and needs. I've recommended GEM to family, friends and students."

A recovery truck came within 40 minutes and the mechanic was polite and helpful; he let me wait in his warm cab while he inspected my car."

UK breakdown cover providers 1 to 25

1	GEM Motoring Assist
2	Britannia Rescue
3	Green Flag
4	AutoAid
5	AA
6	RAC
7	Saga
8	Start Rescue
9	Kwik Fit
10	Hastings Insurance/Hastings Direct
11	Autonational Rescue
12	Swinton
13	National Breakdown
14	Direct Line
15	Tesco
16	Breakdown Assist
17	Rescue My Car
18	Autohome Assistance
19	Aviva
20	AXA
21	First Call
22	Admiral
23	Asda
24	Adrian Flux
25	2gether





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CALL ASSIST OPERATOR OF THE YEAR AWARDS

Call Assist Operator of the Year Awards

Call Assist is delighted to announce the winners of its Recovery Operator of the Year Awards for 2017 to 2018.

The format has remained unchanged, with all Recovery Operators being grouped into 3 categories depending on job volume, ensuring Operators who attend low volumes of jobs in remote areas would also be recognised for their services. All Operators within each category were then individually scored in the following areas, based on their entire performance for 2017 to 2018:

- ATA
- Reported Late
- Job Rejection Rate
- Specialist Equipment efficiency
- Repair Rate
- Complaint Ratio

The highest job volume Operators in Category A, were also scored on customer survey responses for the following:

- Technical Ability
- Customer Service
- Overall VRO Score

The categories range from A to C, with A relating to the highest volume of jobs attended for Call Assist. The winners of each category and runners up for 2017 to 2018 are:

Category A: Sponsored by GEM Motoring Assist

Winner - Advance Auto Recovery Nottingham, Notts

Runner Up - GRS Recovery Bournemouth, Dorset

Category B: Sponsored by startrescue.co.uk

Winner - Parker Fry Recovery Peterborough, Cambs

Runner Up - Nottingham Breakdown

Nottingham, Notts

Category C: Sponsored by Call Assist

Winner - Braefel Garage Newquay, Cornwall

Runner Up - Turners of Sedgefield Sedgefield, Cleveland

All Operators are able to view their own ongoing performance through a dashboard on Call Assist's VRO portal, which also enables them to view their positioning within the 3 categories.

Ben Johnson, Call Assist's Director of Networks comments 'Once again, the Call Assist Operator of the year Awards really has highlighted the outstanding levels of service provided by our VRO Network throughout the past year. The support we have received is reflected within the testimonials provided by the customers we are assisting and we are very pleased to fairly recognise all the efforts from operators

within the varying categories. The beginning of 2018 saw a difficult time for our industry as the harsh weather continued into April, but all our Operators, whether they were large or small, winners or not, provided a second to none service to our customers which was greatly appreciated.'

The winners were clearly delighted and provided the following statements:

Advance Recovery

Ian Mead, Managing Director of Advance Recovery stated, "This award is dedicated to all the team at Advance Auto Recovery as it's through their hard work and dedication that we've won this Operator of the Year award. Our staff literally go the extra mile to be able to get to jobs on time and exceed member's expectations, without our great team this award wouldn't be possible. Thanks also to GEM Motor Assist for recognising our high standards and honouring us by sponsoring this award!"

Parker Fry Recovery

Pierre Caruso, Director of Parker Fry stated, "On behalf of every single member of the Parker Fry team, we would like to say thank you for this award. We appreciate the recognition for all of the effort that has been made to achieve this and will continue to work to the highest standard that Call Assist and their customers deserve."

Braefel Garage

Andrew McCreadie, Proprietor of Braefel Garage stated, "It's a great honour to be awarded Call Assist operator of the year and this is due to the hard work and diligence of everyone that works with me at Braefel Garage".



Ian Mead, Managing Director of Advance Auto Recovery (right) receiving his award from Paula Williams, Chief Executive of GEM Motoring Assist (Centre) and Ben Johnson, Call Assist's Director of Networks



Andrew McCreadie, Proprietor of Braefel Garage on receipt of his Call Assist Award



Pierre Caruso, Director of Parker Fry (left) receiving the award from Ben Johnson, Call Assist's Director of Networks

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SLOW DOWN OR MOVE OVER!

As we are all aware, our industry has seen far too many cases of death and serious injury over the years, involving those working at the roadside and the general public, who become stranded whilst waiting for assistance.

Statistics show in the past two years alone our industry has lost four recovery drivers/technicians at the roadside, not including those who were injured, some seriously.

Thankfully, most of us can't begin to understand the impact these incidents have on the families and close friends of those involved.

Many people within our industry will be of the opinion that this type of incident is on the increase due to a number of reasons, including poor driving standards, cut backs to policing and Highways staff, the increase in distractions of modern technology even perhaps the sheer number of road users. Some will believe that incidents could be prevented by better training or even licencing and some will lay the blame firmly at the door of the work providers or even government.

All or some of the above may be true but sadly, as always with our industry, there is very little background or fact available; just speculation. Nobody actually knows the frequency of incidents as the data has never been collated/analysed. Even if it had been, very little has been done in an attempt to raise awareness or educate the general public in order to reduce the worryingly ever increasing figures.

In fact, aside from much improved industry training and certification over the past few years, I can't really see any collective approach in ensuring a safe place of work for our industry. The sad thing is, with an industry such as ours being key to keeping the road network moving and the power of the names involved in it, we surely have the capability to do something to change it?

In my view we must start to accept that it is not the role of the Highways England staff or the police to manage the health and safety at the roadside, but that of the drivers at the scene and the risks are great. However what we can do is to try and improve the

situation we currently have. We should be educating the road users, raising our concerns in a professional manner and starting to apply pressure to the decision makers.

Earlier this year whilst in conversation with Paul Anstee from Service on Site in Essex he mentioned that he, along with Baz Cooper of BSC Recovery and other likeminded operators, were keen to pursue a "Slow Down Move Over" Campaign. Now this is obviously not the first attempt at launching such a campaign in the UK but, for various reasons has not got off the ground in the same way as it has in North America and Australia.

Paul explained that he had already dedicated a lot of time to get the campaign going and just really needed some extra help and support with getting it across the line.

From this conversation, other interested people offered assistance and SDMO UK was finally starting to take shape.

The initial group was formed and it was important to Paul and Baz that it was representative of all areas of our industry, including independent VROs, trade associations and work providers all being represented.

Going forward it was agreed that Paul and Baz should remain as the core of the group and the remainder should be fluid in its structure, thus allowing for new ideas and fresh faces to join in.

As the meetings move around the country in the future, we will be inviting guests to join us. These guests could be a local VRO, a work provider or perhaps those who have been affected by such an incident. We will also be calling upon those with specialist skills to assist us in progressing the group with its campaign.

In early July the group held its first meeting and worked through a very long "to do list", prioritising the key areas and throwing in lots of great ideas.

As a result of that first meeting I am pleased to confirm that the SDMO website is up and running and includes, amongst many other things,

www.slowdownmoveover.uk

Working towards education and awareness

Awareness to broken down public

Awareness to the public passing

Awareness working at the roadside

You can find us on:

We have created social media links to help raise awareness! Please share!
Find out more go to the website www.slowdownmoveover.uk
Slow Down Move Over is a non profit organisation

our mission statement, constitution, links to other industry groups and related videos. Shortly we will be adding a shopping cart for the purchase of merchandise and an area to log incidents. It also holds copies of minutes from our meetings, details of our accounts and suggestions on how you can help.

Our SDMO logos have been agreed and our merchandise is being ordered, with all proceeds going back into the SDMO fighting fund for the time being.

Social media sites and bank accounts are all in place and we have completed the registration of SDMO as a "not for profit organisation" with Companies House.

It was agreed that each year an AGM will be held to review our objectives and it has been decided that once all overheads are paid we will pass on any profits to an industry based charity.

The vision of SDMO is to build a group that is all encompassing, reflective of our industry, transparent in its approach and free from any "industry politics", focusing purely on safety.

The aim of SDMO is:

- 1)** To help educate the public in what action is required in the event of their vehicle breaking down or being involved in an RTC at the roadside, keeping themselves and their passengers safe until help arrives.
- 2)** To educate road users on the awareness of possible temporary hazards on the road network and advise them how to act safely and in accordance with the law, to avoid these dangers.
- 3)** Assist in the education, awareness and training of those working at the roadside and encourage the reporting

of incidents to help analyse the scale of the issue.

The objective of SDMO is very simple and is explained best in our mission statement "To improve the safety of those working or stranded at the roadside". How we achieve this is more complex, but that is hopefully where you come in.

We really need assistance in the following areas:

Financial

This could be through donations or the purchasing of merchandise to help the group reinvest in the campaign. There will be more information regarding this via our website but we have made sure that regardless of your financial means, you can all contribute towards changing things.

General support

We see this as perhaps volunteering and committing some time to the group. This could be in the form of offering to take on a task, attending a meeting, putting us in contact with others who may be able to assist or offering to host a meeting. Please let us know how you can help.

Awareness

Awareness is crucial in building any campaign so please follow us on Facebook, LinkedIn, Instagram and Twitter; share as many posts as you can and encourage other

family members and friends to do the same. Please be mindful of any comments you make, as we are quite rightly, portraying our industry in the professional manner it deserves.

The ultimate objective is to start taking our campaign to the decision makers to force change. We have lots of ideas on this and will update you as we go but please also let us have your ideas and suggestions via the SDMO website.

I hope the above will give you an insight into what SDMO is and how with your help, regardless of whether you are a household name work provider or a driver for an independent company, you can all do your bit and have an impact.

I genuinely believe that our industry will not have another opportunity like this, so I appeal to you to get involved, be positive about our aims, support our SDMO campaign and hopefully, together we can change things for the better.

Ben Johnson

SDMO team

Paul Anstee (Service on Site)
Baz Cooper (BSC recovery)
Shaun Coole (Regal Contracts and FoVRA)
Pierre Caruso (Parker Fry)
Steve Scott (Nationwide Assistance)
Steve Holland (ex LV Britannia).

<http://slowdownmoveover.uk/>



ROADWORTHINESS TESTS FOR RECOVERY OPERATORS

A dilemma for an operator applying for a roadworthiness test.

A recovery vehicle had been presented for a Roadworthiness Certificate. The tester did not know what could he do? The testers local office advised, we are not sure So .. if in doubt decline the test. The tester then tried to issue a refusal to test.

But because the truck was not on the system he could not issue a refusal. Stalemate !!

RESPONSE FROM SWANSEA

It has always been a legal requirement of regulation 66 of the Construction and Use Regulations for a recovery/ breakdown vehicle to have a manufacturer's plate showing the design maximum axle, gross and train weights

and if modified subsequent to manufacture to have a converter's plate providing that information.

We normally use this information to do the voluntary roadworthiness test.

Notwithstanding the above, our instructions to staff for carrying out a roadworthiness test actually say the following:

2.4 Presented axle weights must be used for tyre suitability

2.5 Test brake performance to Design Weight where manufacturers Plate is available.

If there is no Manufacturers Plate/Design Weights available : test to presented weight.

Accordingly, whilst there is a legal requirement for a manufacturer's plate there is no reason for a breakdown

vehicle not to be roadworthiness tested without one according to the rules above.

So, apply for a roadworthiness in the normal manner and draw this to the attention of the tester.

Driver and Vehicle Standards Agency



Recovery Industry Engineering Standards

www.riesuk.com

PAS 43

&

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for all

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WARNING BEACONS

EXTRACT TAKEN FROM:

'GUIDE FOR RECOVERY OPERATIONS'

Warning Beacons

When a recovery vehicle is used on a road, the warning beacon should be kept lit while it is being used in connection with, and in the immediate vicinity of, an accident or breakdown, or while it is being used to draw a broken-down vehicle.

However the warning beacon should be switched off if there is no reasonable prospect of the presence of the recovery vehicle causing a hazard to persons using the road or it is likely that the use of the beacon could confuse or mislead other road users.

Trailer Boards

The Road Vehicle Lighting Regulations state that every lamp and reflector fitted to a motor

vehicle must be kept in a good working order and clean whilst in use on a road. However the regulations give a specific exemption to broken down vehicles whilst being towed;

- a) Between sunrise and sunset no obligatory lamps need to be kept working.
- b) Between sunset and sunrise the regulations only require that the rear position lamps and reflectors are in good working order.

However, best practice would suggest that a fully functioning trailer board is used at the rear of the recovered vehicle so as to prevent a danger to other road users. Failure to prevent a danger to other road users could lead to prosecution for using a vehicle in a dangerous condition.



Extract taken from DVSA Guide for Recovery Operations

SURVIVE BEST PRACTICE GUIDELINES

WORKING WITHIN AREAS OF 'SMART MOTORWAYS'

DISCLAIMER

The advice contained in these guidelines is of a general nature only and is not tailored to any particular factual situation. The attending Technician should assess the individual circumstances on each occasion and decide on the most appropriate course of action.

The Road Recovery Operator and, if applicable, the Technician are responsible for taking appropriate advice and for ensuring that they fulfil any legal obligation they may have in relation to working on the roadside.

The SURVIVE Group and the publishers accept no responsibility for any loss occasioned by any person acting or refraining from acting as a result of anything contained in, or absent from, these guidelines.

Information contained in these guidelines is believed correct at the date of going to print but the SURVIVE Group, and the individual members of the SURVIVE Group (from time to time), can give no guarantee in this regard.



4. GENERAL GUIDELINES

G. PROTECTING THE SCENE OF THE BREAKDOWN: THE 'FEND' POSITION

The 'fend' position, as detailed below, has been used by the Breakdown/Recovery Industry for a number of years and has

been found to be effective in helping make the road recovery vehicle more noticeable, in protecting the scene and also in helping to absorb the impact should the road recovery vehicle be struck by another vehicle from the rear.

G.1 THE MAIN ELEMENTS OF THE 'FEND' POSITION ARE:

- Park the road recovery vehicle forward facing, at least 18 metres behind the casualty vehicle;

- Park parallel or in line with the carriageway or live running lane, so that the lights and rear livery of the road recovery vehicle are facing the approaching traffic. (The road recovery vehicle's livery and other markings are more clearly seen if the vehicle is kept clean);

- Park so that the offside of the road recovery vehicle is, wherever possible, closer to the flow of traffic than the offside of the casualty vehicle. This increases the safety margin when working on the offside of the casualty vehicle; and

to protect the scene. The location of the casualty vehicle and/or other hazards or factors may make the use of the fend position unsuitable and/or may mean that it may not offer the best protection.

G.2 POSITIONING THE ROAD RECOVERY VEHICLE IN FRONT OF THE CASUALTY VEHICLE

The most obvious examples of where positioning the road recovery vehicle in front of the casualty vehicle could be appropriate are in situations where:

- A. The decision has already been taken by the Technician to recover or remove the casualty vehicle and therefore the road recovery vehicle will have to be so positioned for immediate loading of the casualty vehicle; or
- B. There is a high probability that removal of the casualty vehicle will be required and to park the road recovery vehicle in the fend position and then move it to remove the casualty vehicle would heighten risk and could seriously endanger the safety of the Technician, the motorist and for other road users; or
- C. The road recovery vehicle needs to be in front of the casualty vehicle to repair/remobilise it and can only be affected with the road recovery vehicle located in front.
- D. The casualty vehicle is in a lay-by or an SOS Area and there is insufficient room to fend or the road recovery vehicle has been used to move the casualty vehicle to a lay-by and it would be inappropriate or impractical to fend.

Should the Technician conclude that it is appropriate to position the road recovery vehicle in front of the casualty vehicle, then they should be aware that the road recovery vehicle will probably no longer provide advance warning to other road users or offer protection to the scene; therefore the use of external warning or traffic protection devices, if available, should also be considered (See Note 3 below). In addition, consideration should be given to maximising the conspicuity of the scene through lighting and reflective material markings on the road recovery vehicle.

Note 1: The road recovery vehicle should not be parked in a live running lane of a motorway. It should only be parked within the managed working area of an incident under specific direction of a Police Officer

- Once stopped, ensure that the road recovery vehicle's front wheels are turned to full left lock (away from traffic flow).

It should be noted that this is the basic position advised for a road recovery vehicle.

The Technician should carry out a dynamic risk assessment for each breakdown, recovery or removal to decide how best

patrol.

Note 2: It is also important to note that the Emergency Services and Traffic Officer patrol may adopt a different vehicle positioning for their vehicles to the one described above.

Note 3: Prior to, or upon arrival at the scene, the Technician can also consider if additional scene protection devices, such as cones or signs, if available to the Technician, could aid in protecting the casualty vehicle. Any additional scene protection devices used must meet any relevant regulatory requirements in force at the time of use. If working on the casualty vehicle, or its recovery/ removal, is likely to obstruct traffic flow or to present a significant danger, then the Technician

should request the assistance of the Police or, if appropriate, Traffic Officer patrol. See the booklet entitled 'Regional Control Centre (RCC) and Police Control Room (PCR) Areas of Responsibility' for details of the RCCs and PCRs which is available from www.survivegroup.org. The Technician should not attempt to start working on the casualty vehicle until any appropriate additional protection required is in place. When working on the M6 Toll Road, the Incident Support Unit should be contacted should any assistance be required.

END



EU EXIT PREPARATIONS UNDER WAY WITH HAULAGE PERMITS AND TRAILER REGISTRATION ACT

EU Exit Preparations under way with Haulage Permits and Trailer Registration Act

On 19 July 2018, new legislation on cross-border haulage was given Royal Assent.

This is a significant step in the Government's preparations for exiting the European Union and it should help to provide the UK with the relevant powers to enable British hauliers to continue operating internationally post-Brexit. Reciprocal access for road hauliers is the overall

aim of the Government. However, it is still possible that a permitting system may actually be required and a legal framework would be necessary in order to introduce a new administrative structure.

The Haulage Permits and Trailer Registration Act allows the Government to have this flexibility and hopefully ensure a smooth exit from the EU for Britain.

A permit administration scheme and a trailer registration scheme are currently in

development by the DVSA and DVLA respectively, with their intention that both are to be open for applications later in the year. A trailer safety report is also being produced with stakeholders and is scheduled to be published by July 2019.

The report will consider whether additional trailer categories should be included in compulsory registration and intermittent roadworthiness testing.

BACKHOUSE
SOLICITORS JONES

CONSULTATION IS NOW OPENED ON REVISED GUIDANCE

A consultation on proposed changes to Statutory Documents has been issued by the Senior Traffic Commissioner for Great Britain, Richard Turfitt.

The publications aim is to provide guidance on how Traffic Commissioners take a balanced approach to their regulatory powers and apply the law. In order to provide clarity and transparency on how the Traffic Commissioners reach their decisions, regular reviews of the guidance take place. A number of amendments have been carried out.

The key areas which have been altered are, amongst other things:

Greater emphasis has been placed on the importance of completing applications;
Stronger guidance on 'fronting' – whereby

a company which does not have an operator's licence, uses one held by another entity;

Improved guidance on effective management and disqualification;
New section on support for tribunal users;
Updated guidance on expiry of grace periods;

Improved guidance on main occupation criteria.



PATAM - IDENTITY JUST GOT SMART

The new Professional Automotive and Transportation Accreditation Matrix (PATAM) card is now available to individuals and companies.

The PATAM card has been produced by the same company that produced the CSCS card for the building industry and aims to do the same in the transport sector.



The Identity and qualification matrix for the automotive, logistics and recovery industry

The new PATAM Card will transform how training is recorded. Available as both virtual (An App based card) and Physical cards (this can also be used as a company ID card).

The PATAM card uses the latest PATAM SMART Technology to record competencies and qualifications.

PATAM
SMART technology

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- An up-to-date competency based framework
- A mobile CV
- A code of conduct

The PATAM Virtual Card.



To register for your company or individual card please download the Vircarda App on either an Apple or Android device.

Getting and using your Virtual PATAM card

The person checking your card reads the QR code and is then able to access the required information stored on your smartphone. These QR codes can only be used by approved card-holding users.

To check your card please download the Checarda App on either an Apple or Android device.

Reading your Physical or Virtual PATAM card

Check it in via the Checarda app. It allows a card holder to verify a cardholder's details.

This app works by first scanning the card to verify information as well as access the physical information or access the best results from the virtual information. QR Codes to prove the cardholder's details.

For further information please register at info@patamgrouplimited.co.uk and join the transport revolution.

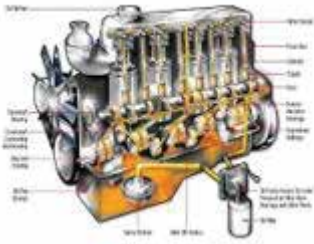
Identity just got SMART

OIL ANALYSIS CAN HELP PREDICT WEAR & TEAR ON YOUR FLEET

Oil Analysis can help predict wear & tear on your fleet.

The recovery industry is a fast-moving environment to be working in.

I encountered the enormous problems that operators face, in running the fleets of trucks and service vans, from light to HGV while I was working with Breakdown Hero as a brand.



The automotive market is a growing & changing market place. I have seen first-hand the stresses with which the recovery industry has to work in. Your fleet and assets must be kept working, in what is a fast-competitive market place driven by reactive forces from within and outside your industry.

Our partners, Finning Fluid Analysis have decades of experience working alongside engineers who can offer real detail and in-depth commentary with a practical understanding of the application and operation of oil and the mechanics of oil.

We all agree on one thing, that everything needs maintenance for reliable operation and safety, fluid analysis does not reduce the need to maintain machinery. However, it does identify changes in wear patterns to allow maintenance to be condition based - i.e. not under or over-maintained causing reduced reliability and wasteful costs in a market place that's driven by price.

Over the last twelve months I heard many stories of trucks that have been left idle as they are not needed, or have no available drivers, only to have the call and fail or cause expensive repairs.

Downtime is the prime evil of any company, our customers call our sample kits, their first aid kit. We will ensure your assets are monitored for wear trends, with which will ensure that the downtime of the asset is planned, structured and with as little negative impact on your business, as possible.

I therefore, firmly believe that by proactively managing your fleet assets not only helps you to avoid component failure, but also offers environmental benefits and allows operators to optimise downtime to suit the business.

I want to help drive this efficiency and cost benefits with you, that will make a significant impact on your business by,

- Reducing maintenance costs
- Minimising the risk of failure.
- Optimising equipment life.
- Scheduling repair and maintenance.
- Limiting waste fluid and its environmental impact.

If you are still wondering about Oil Sampling, our independent, state-of-the-art UK laboratory in Leeds, is equipped with the latest equipment and manned by a team with more than 275 years of combined experience.

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Do you run a garage alongside your recovery business? offering servicing or MOT? Then you can sell this valuable service to your customers for £30.00 inclusive of VAT, which is what all our garages and The RAC charge.

Please visit our website www.products2market.co.uk for further information and to purchase your kits enter the following code AVRO to get the trade price.

The kits are priced at £18.00 inclusive of VAT, order ten or more for free post and packing.

If we can be of help, then please contact Dave on 07587636992 or email me direct david@products2market.co.uk.



Sample Detail	Units	Test Results	Target Results
Lab No		481001268	
Service History		Y	
Mileage		144000	
Last Service	Date	09/04/2016	
Fluid Changed		N	
Filter Changed		N	
Oil Condition	Units	Test Results	Target Results
Soot	UFM	72	60
Oxidation	UFM	17	34
Sulphation	UFM	23	34
Nitration	UFM	13	12
Water	Pos / Neg	NEG	NEG
Fuel	% Weight	0.3%	Less Than 4%
Antifreeze	Pos / Neg	NEG	NEG
Viscosity (40°C)	Centistokes	75.9	65.0
Additives	Units	Test Results	Target Results
Magnesium	Parts Per Million	19	10
Calcium	Parts Per Million	2988	2500
Phosphorous	Parts Per Million	933	800
Zinc	Parts Per Million	1040	850
Molybdenum	Parts Per Million	2	60
Boron	Parts Per Million	0	30
Barium	Parts Per Million	0	1
Wear Metals	Units	Test Results	Target Results
Lead	Parts Per Million	1	Less Than 3
Tin	Parts Per Million	3	Less Than 3
Copper	Parts Per Million	5	Less Than 15
Iron	Parts Per Million	221	Less Than 50
Chrome	Parts Per Million	5.8	Less Than 5
Aluminium	Parts Per Million	14	Less Than 5
Nickel	Parts Per Million	1.4	Less Than 3
PQI	Ferrous Index	5	Less Than 15
Contaminants	Units	Test Results	Target Results
Sodium	Parts Per Million	5	Less Than 10
Potassium	Parts Per Million	2	Less Than 10
Silicon	Parts Per Million	35	Less Than 10

Diagnosis Summary:

THE WEAR METAL READINGS ARE GENERALLY RATHER HIGHER THAN WE WOULD LIKE AND THE OIL CONDITION LEVELS ARE ELEVATED. THE IRON AND CHROME READINGS ARE RATHER ELEVATED. THE VISCOSITY SUGGEST A 10W30 OIL IS IN USE. THERE IS NO OBVIOUS SIGN OF CONTAMINATION IN THE SAMPLE.

WE RECOMMEND AN OIL CHANGE / SERVICE AS SOON AS IS PRACTICAL.

UNITY RECOVERY

70TH ANNIVERSARY

George Rogers founded unity garage in 1948 and became the first pioneering 24 hour recovery service in the city of Leicester. George started like many other recovery services of that era with ex military vehicles. The first, a 4 x 4 Morris quad for light recovery soon followed by an Albion 6 x 6 for heavy recovery both purchased from the army surplus sales at nearby Ruddington army depot. George designed, fabricated and fitted his own purpose built individual cranes and even developed his own self made power winch fitted to the quad. He selected the title Unity because he believed in Unity amongst people and to him it represented a good Samaritan. He always maintained, recovery was more about people than vehicles. The RAC supplied George with a Norton motor cycle and side-car in RAC livery to carry out minor RAC breakdowns.

Unity were also the sole roadside breakdown service under contract to the AA at the time. George ran the service with himself and two employees until 1959 when he was joined by his son John who had just completed an apprenticeship with a local transport company. At that time Unity became agents for Dodge and Magirus Deutz

commercial vehicles which led to new workshops being built with living accommodation above and employing a further nine HGV fitters, panel beaters and sprayers. It was around this time that John decided to expand the already very successful recovery service with more specialist vehicles and venturing into recovering vehicles to and from Western Europe. The commercial dealerships were relinquished in the early seventies and the company became a totally specialist recovery service operated by John and his wife Louise, with George having retired through ill health. John and Louise were totally dedicated to building and consolidating the round the clock recovery service, they never had a weekend off or any holidays for nearly twenty years!

In the mid 1970's Unity were appointed agents and were part of the research and development team for the Harvey Frost/ Ernest lake recovery equipment company and at one time operated eighteen H.F. Cranes. The cranes ranged from thirty cwt LandRover type cranes to the eight ton twin lift hand winch formation. They did extensive testing with Harvey Frost including the infamous 'atlas'



the only time Harvey Frost ever attempted to manufacture and market a hydraulic recovery system.

During the middle 70's John was heavily involved in forming AVRO along with several other dedicated operators (but we will cover that in future issues).

Unity is currently operated and run by John's son Jonathan and daughters Shirley and Jeanette along with grandson James the fourth generation. In 1999 Unity federated with Deuce Recovery



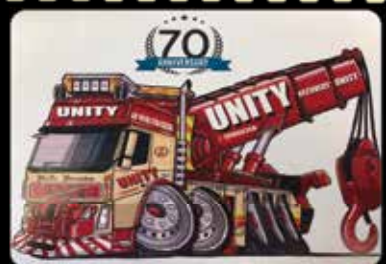


based at Markfield adjacent to the M1 junction 22 which was owned by Doug and Sheila Barratt. Their son and daughter, Chris and Marie joined the Unity team, Chris as a Director and Marie as a controller. It is still run as a satellite base for roadside breakdowns and recovery covering North Leicestershire.

Norton to non starters and wheel changes - where would we be today without mobile phones, computers, hydraulic equipment and trained certified recovery operators?

Louise and John are enjoying a well earned rest in semi retirement but still keep involved from a distance and Unity is still going from strength to strength. Things have changed so much since George was riding the RAC

To the Right is an image taken of John Rogers and his father, George. This is the Morris Quad 4x4 referred to in the article.



AVRO'S BENEVOLENT FUND JOIN AMAZON!

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Amazon Smile has been created to raise money for Charites all over the UK. AVRO's Benevolent Fund is proud to announce that "The AVRO Benevolent Fund" is now one of many Charites that Amazon can donate to when you purchase something at checkout.

"The online retail giant" will donate 0.5% of the net purchase price of eligible products (excluding VAT, shipping fees and returns) to the charity of the customer's choice. The more customers

who use smile.amazon.co.uk the more Charites will receive in donations from Amazon Smile, all at no additional cost to customers, vendors, sellers or participating Charites.

When you visit <https://smile.amazon.co.uk> you will be asked to select which charity you would like Amazon to donate to whenever you make a purchase. Please type in 328297 in the search bar, this will locate "The Association of Vehicle Recovery Operators Benevolent Fund." As the AVRO Benevolent Fund now as one of the many amazing Charites means that we have additional financial support from Amazon to

help raise money to assist fellow Recovery Operators / Operatives.

The funds raised from Amazon for The AVRO Benevolent Fund will provide what we call "first aid help." With the funds raised we can assist recovery operatives in some way that makes life just a little bit easier. The recovery industry is renowned for being a very caring and personalised industry and no-one should ever feel they are alone as we are always at the end of a telephone.

AVRO are proud to be a beneficiary of Amazon Smile and offer Amazon customers a simple and regular way to

support the fund and raise money to assist us to help recovery operatives.

For more information regarding The AVRO Benevolent Fund go to <https://www.avrouk.com>



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Thank you for your support.



Benevolent Fund
Supporting the Whole Recovery Industry Since 1989



LOCAL BUSINESS DIRECTOR GLENN MANCHETT IS HOME AFTER MORE THAN 11 MONTHS AWAY SAILING



Local Business Director Glenn Manchett is home after more than 11 months away sailing into first position aboard the Sanya Serenity Coast yacht in the Clipper 2017-18 race.

Glenn Manchett local business director of Manchetts Burwell Ltd arrived to a hero's welcome at the Royal Albert Docks in Liverpool last Saturday with the rest of the crew and skipper Wendy Tuck after more than 11 months, completing their full circumnavigation in the Clipper Round the World Yacht race, achieving first place overall.

Glenn's skipper Wendy Tuck has sailed into the history books by becoming the first woman ever to win a round the world yacht race after leading her Sanya Serenity Coast team to clinch overall victory in the Clipper 2017 -18 Race and Glenn was her chief engineer on board. She named him "Glenn can fix it Manchett" and Glengineer!

Glenn took part in all 13 legs to go around the world stopping in Uruguay, South Africa, Australia, USA and Ireland along with 10 other Clipper yachts.

In total, 712 people representing 41 different nationalities and from all walks of life have taken part in the 40,000-nautical mile Clipper 2017-18 Race, the event's eleventh edition.

To find out more go to <https://www.clipperroundtheworld.com/about/about-the-race>.

FINAL OVERALL CLIPPER 2017-18 RACE POSITIONS:

1. SANYA SERENITY COAST – 143 points
2. VISIT SEATTLE – 139 points
3. QINGDAO – 135 points
4. GARMIN - 125 points
5. PSP LOGISTICS – 121 points
6. UNICEF – 108 points
7. DARE TO LEAD – 106 points
8. GREAT BRITAIN – 90 points
9. LIVERPOOL 2018 – 79 points
10. HOTELPLANNER.COM – 69 points
11. NASDAQ – 61 points

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TfL RELEASES DETAIL ON DVS

TfL releases detail on DVS compromise (03 August 2018)

Volumetric projection of driver views through nearside window, illustrating the extent of obstruction caused by mirrors

TfL has softened its original hard line on its Direct Vision Standard (DVS) for HGVs. Will Dalrymple explains the detail.

Transport for London (TfL) wants to increase the degree to which drivers are able to see traffic around them, particularly cyclists and other vulnerable road users, to reduce the potential for collisions. Its proposals, launched last year, have proved controversial partly because of their accelerated schedule, with deadlines in 2020 and 2024. However, that line has since been softened with the announcement of a compromise solution that involves retrofitting non-compliant trucks with additional safety equipment.

In June, TfL released detailed plans for this so-called HGV Safety Permit scheme, though this depends on the outcome of a final consultation in 2019.

Direct Vision Standards requirements will enter into force on 26 October 2020, the same date as the start of strengthened low emission zone regulations, and, like those, will apply round the clock, seven days a week. Trucks whose design is rated lower than the minimum DVS standard stipulated – one star at that time, three stars in 2024 – may still operate in Greater London, provided they meet the terms of the 'Safe System' permit. Mostly, that means the addition of extra mirrors, cameras and sensors. Operators will have to apply for permits for each vehicle, and will be responsible for demonstrating compliance. Permits, to be issued from October 2019, will be free of charge.

The permit makes six requirements. First, extra mirrors are to be fitted to minimise front and side blind spots as much as possible. They include fitment of a Class V, or close-proximity mirror on the passenger side, and Class VI, or wide-view mirror, on the front. Second, they must install a

camera system that covers the entire length of the vehicle (nearside only), and includes an in-cab monitor. Third, there needs to be a detector system fitted to the front and nearside of the vehicle that sends an alert when a vulnerable road user is close. Fourth, the vehicle must have a left-hand turn alarm fitted, as well as (fifth) sporting vehicle hazard warning labels. Finally, side under-run protection is also required; these bars along the exterior of the truck body prevent someone being crushed underneath the rear axle (but see table for exemptions).

The guidance, available on <https://is.gd/ciraco>, also includes maintenance and training stipulations, to make sure that the systems remain operational, and that drivers use them ("activation of the device is an integral part of their job").

Furthermore, it advises, but does not require, that drivers be given specific training to deal with vulnerable road users, such as a guided bicycle ride in the city (see also <https://is.gd/awevoz>), and to understand 'the use and limitations' of the extra equipment fitted. Such training could be applied toward Driver CPC requirements.

Proposed fines for non-compliance amount to £550 for the operator.

TOTALLY EXEMPT:

Emergency services vehicles (for example, ambulances and fire engines)

Snow ploughs

Armed forces vehicles

Historic vehicles

Showman's vehicles

Unfinished cabs or trucks

EXEMPT FROM SIDE GUARDS REQUIREMENT:

Road sweepers and gully emptiers

Recovery vehicles

Tractors for articulated vehicles

Trucks fitted with cranes or aerial work

platforms

Tankers and vehicle transporters, if fitment is not practical because of connectors

Trucks with blocking equipment (gaps <300mm)

NOT EXEMPT FROM DVS OR SAFE SYSTEM:

Low-mileage council vehicles over 12t gw, such as specialist gritters

Park vehicles

Trailers for showman's vehicles

Residents' vehicles

Foreign-registered vehicles

Rubbish collection vehicles

Author
Will Dalrymple

Related Downloads
176770/Urban_trucks_TfL.pdf



Volumetric projection of driver views through nearside window, illustrating the extent of obstruction caused by mirrors

The official journal of the IRTE

TE

**TRANSPORT
ENGINEER**

RECOVERY DRIVER COMES TO THE RESCUE

A recovery driver and a van driver have been praised for their quick thinking actions, after a serious collision on the A21 in Kent last week.

The incident happened at around 18:30hrs on Thursday 26th July, on the A21 - where it passes over the M25/6.

It is understood a recovery vehicle was struck from behind by a vehicle overtaking it. The impact pushed the truck through the guardrail - ejecting its driver through the door of the cab.

Passersby stopped and climbed down the embankment to assist the driver - who had sustained multiple injuries.

A passing van driver used a strap and the vehicles own winch to secure it and stop it falling off the edge. His efforts were helped further by the actions of a passing recovery driver.

32-year-old Nick Pink - who works for Neil Yates Recovery was travelling along the road when he came across the collision.

Mr Pink, who was driving his large recovery vehicle home when he came across the incident - pulled alongside the stricken truck and used his lorry mounted crane and straps to secure it to his vehicle and the passing van - to ensure it didn't fall down onto the injured driver or the passing traffic below.

Mr Pink's actions, and those of the transit van have been widely praised by emergency crews and local media. The A21 was closed for around five hours after the incident - and the hard-shoulder remains blocked on the flyover for ongoing repair work.

The driver sustained serious but non-life threatening injuries.

Anyone with information relating to the incident is asked to contact Kent police on 101.



RECOVERY JOB

JON BEECH

RECOVERY

Jon Beech Recovery (JBR) were asked recently to take part in a multi agency operation in the shadow of Tower Bridge London.

The job entailed an early morning swoop on premises with JBR acting as part of a team which consisted of 30 Met Police officers, 20 bailiffs and numerous local authority officers.

JBR's remit was to gain access to and expediently remove a very large static caravan intact, that was surrounded by steel stanchions concrete posts and a very large tree! (among many other deliberate obstructions)

(Although JBR do day to day vehicle recovery we also have teams and kit that get involved in very specialised work.)

Having then retrieved the said static van, we then have to move it fully intact to a safe secure storage facility where the relevant authorities could deal with it at their leisure!

For this job we needed the assistance of a GOOD local recovery operator, one that is never going to let us down on the day!in this case we used Lantern Recovery.

The Lantern guys did us proud not only on the day of the job, but by assisting with the forward planning, logistics, transport / route planning ably done by Daniel Abot of Lantern.

This forward planning went on unseen by the many involved the operation, but it is gratefully acknowledged by myself.

Forward planning is everything on a job like this and failure on the day was never ever going to be an option!

Any way suffice to say the job went extremely well, all objectives achieved, and numerous grateful thanks received for the success of the operation from those actively involved.

Who says professional recovery operators cant work together for the good of their industry.....And their bank balance!



Parked cars were not helping but Lanterns low loader driver (Ray) was a true professional!

Lesser men would of run off into the hills screaming!



The turning into Old Kent Road was very tight to say the least.....but after a few shunts we made it around without incident!

The Met Police were brilliant, whatever we needed we got!

We are just out of view of Tower Bridge at this stage.



EDEN GARAGE

Eden Garage, Temple Sowerby, Penrith.

AVRO Member, Kevin at Eden Garage has responded positively to a growing number of requests from customers who find themselves in awkward situations in rural Cumbria where roads and lanes are narrow, steep and frequently poorly maintained.

His latest acquisition, a 12 Tonne 4 Wheel Drive Mercedes with Lorry Crane, Double Winch Boom and Underlift provides the flexibility often needed for a successful outcome.





AVRO WELCOMES A NEW MEMBER

IRISH CAR EXPRESS LTD

Irish Car Express Ltd was set up in March 2014 and has quickly developed a reputation as the premier breakdown and recovery operator in the greater Dublin area and beyond – not least because they are prepared to take to the road in even the most inclement weather conditions.

We are a family run business, that goes back three generations in the line of towing, breakdown and recovery work. With decades of experience of this specialist area and provide a thoroughly professional service, handling all types of cars, vans and motorcycles.

Fleet-wise, Irish Car Express now operate twelve vehicles, and while we started off with three members of staff we now employ eight drivers and three administration staff.

The impressive fleet – which includes multi-vehicle transport units that are equipped with on-board diagnostics, allowing our recovery operators to diagnose and repair vehicles at the

roadside. Where this is not possible, the fleet includes vehicles with crew cabs, so that our customers can be brought home safely and quickly.

Irish car express winch and lift equipment allows them to access vehicles where others fail, including tight driveways, enclosed areas and multi-storey carparks.

We specialise in hard to reach and awkward stuff and we do a lot of difficult stuff that other people don't want to do.

New additions to the fleet this year are a motorcycle recovery unit and a motorcycle equipped with tools and diagnostic equipment for inner city rapid response.



Member Benefits



- Discounts on your PAS 43 inspection.
- Competitive rates for LOLER, ISO, NHSS17.
- Access to AVRO's own direct insurance scheme.
- Increase your exposure - Free listing in AVRO Membership Directory - circulated to, insurers, police, government, local authorities, trade associations, DVSA and many more.
- Coordinate work with your associates with AVRO suggested inter trading rates with AVRO Members Annual Directory.
- AVRO lead the industry conversation; AVRO is continually lobbying on your behalf with all industry stakeholders.
- Access to the AVRO website which is full of useful trade information and offers that can assist your business.
- As an AVRO member you will be recognised as being compliant with the best standards in the industry.
- Receive a free listing via "Find a Tow" website and smart phone application.
- Use of the AVRO logo on your vehicles and company headed paper.
- Free copy of the monthly AVRO News magazine.
- AVRO AGM/Social Event invitation.



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Discounted insurance premiums for AVRO members



3 months free license fee for AVRO members who purchase Apex RMS software (new enquires only)

AVRO MEMBERSHIP FORM



AVRO MEMBERSHIP

We are pleased to enclose an application form for entry into membership of the premier representative body for professional vehicle recovery operators.

If you are currently compliant to the PAS 43 Specification your application will be processed under full membership status with certificated proof of compliancy, otherwise your application will be processed as a provisional member for a 12 month period during which time we will provide appropriate advice and guidance in order to help you achieve compliancy to PAS 43 to the best of our ability. Our assistance is in accordance with the Memorandum of our Association.

As a provisional member you will require a minimum of business premises, a vehicle equipped and fit for purpose with suitably trained personnel. In addition we will need a statement of insurance cover applicable to your current business activities.

MEMBERSHIP APPLICATION

Trading Name & Address: _____

Postcode: _____ Tel No. _____

Fax No. _____ Email: _____

Contact Name(s): _____

Do You Require

ISO: Yes No PAS43: Yes No LOLER: Yes No

Membership Fees

United Kingdom Main Base Membership Fee is £395.00 + £23.70 VAT = Total £418.70

Additional for each Satellite Base (in same region) is £50.00 + £10.00 VAT = Total £ 60.00

Republic of Ireland Membership Fee is £345.00 + £20.70 VAT = Total £365.70

Payments can be made by cheque or credit card. Cheques are payable to 'AVRO Limited'.

N.B: A new member may pay pro-rata of the annual membership fee depending upon what month of the year you join. A 12 month annual membership is valid from 1 January until midnight 31 December of the same year.

Note: Where a membership application is withdrawn following a failed membership inspection the cost of the inspection up to the value of £250.00 will be deducted from any monies due to be refunded

Declaration: I have read and fully understand requirements of membership.

I also declare that the information submitted is true to the best of my knowledge

Sig on behalf of company: _____ Position: _____

Print Name: _____ Date: _____

RECOVERY INDUSTRY WORD SEARCH



Theme: Location of members in Regions 2 and 3
Region 4 in our next issue.

Answers can be found on page 36



<http://tools.atozteacherstuff.com/word-search-maker/wordsearch.php>

Bishop Auckland
Gateshead
Penrith
Darlington
Penrith
Askam In Furness
Milnthorpe
Prudhoe

Wigton
Redcar
Peterlee
Hartlepool
Sedgefield
Beverley
Rotherham
Wetherby

Barnetby Lewold
Knottingley
Worksop
Richmond
Barnsley
Driffield
Bridlington
Brough

Sowerby Bridge
Pontefract
Morley

SUDOKU

Fill in the missing numbers.

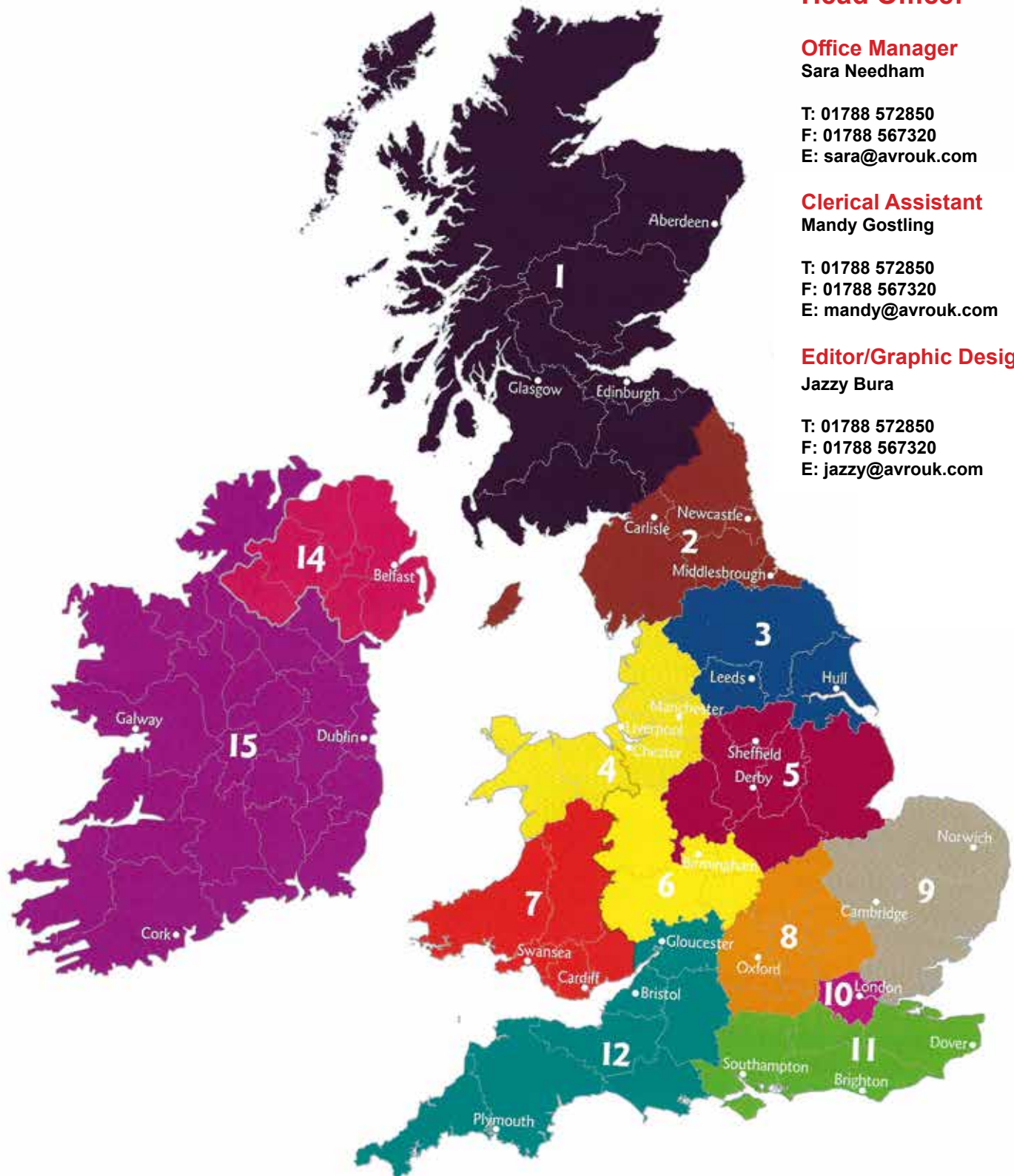
		2			6	9		
4							6	3
					5	1		4
		3		9				1
	7		2		3		9	
5				4		2		
2		5	6					
3	1							9
		8	7			3		

			5	2				7
2	8	1					6	
4					6			
8						6	1	4
				9				
7	3	6						9
				3				2
	2					5	3	1
1					2	4		

2	3	8		5	7			
1				8				
	5	6					8	
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	9	5		1		7	6	
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			1	6		5	4	9

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5	7		8					
		8	2	5	9		4	
			9			3	1	
9	4	1	6	7				

MAP OF AVRO REGIONS



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yahoo.co.uk



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Eilis Crean
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Eilis@kfg.ie

ANSWERS

Answers P.g. 32 & 33

7	3	2	4	1	6	9	8	5
4	5	1	9	8	2	7	6	3
8	9	6	3	7	5	1	2	4
6	2	3	5	9	8	4	7	1
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5	7	3	8	2	6	1	4	9
3	6	8	2	1	5	9	7	4
7	2	5	9	8	4	6	3	1
9	4	1	6	3	7	8	5	2

T	X	Y	W	X	E	P	R	O	H	T	N	L	I	M	D	Z	O	T	S	A	N	K	E		
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S	D	I	J	S	P	K	U	J	K	R	N	L	R	Y	Z	X	O	B	X	K	V	N	H	E	
S	S	E	N	R	U	F	N	I	M	A	K	S	A	H	E	D	O	O	N	N	I	O	O	P	
C	E	G	A	T	E	S	H	E	A	B	U	D	G	J	M	K	I	T	R	O	O	T	E	K	
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D	J	F	I	B	Y	U	S	P	N	O	M	H	C	I	R	M	W	T	W	Y	B	A	I	M	

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We want to hear from you, and hope you enjoy AVRO News.

BENEVOLENT FUND



Don't know where to turn in times of stress?

Hopefully the majority of us will never know that feeling of sheer despair and frustration. The AVRO Benevolent Fund is here to help should you ever need it.

It was set up by the founder members of AVRO to help fellow recovery operators, their families and employees should they require any assistance.

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