

# AVRO



## NEWS

**WHO IS IN THE MARKET  
FOR CHEAPER FUEL?**

**INTRODUCING AVRO'S  
NEW FUEL CARD PARTNER**

# SILVEY

## FLEET

**IN THIS  
ISSUE OF  
AVRO NEWS**

.....  
**HIGHWAYS  
ENGLAND  
NOW  
PULLING IN  
COMMERCIAL  
VEHICLES IN  
WEST MIDS**

.....  
**F1 PERSONNEL  
LTD  
CELEBRATES  
18 YEAR  
ANNIVERSARY**

.....  
**SPEED LIMITS**

.....  
**AVRO  
WELCOMES A  
NEW MEMBER**

.....  
**RECOVERY OF  
THE MONTH**

.....  
**AVRO  
DIRECTORY  
COMING  
SOON!!!**

.....  
**ASTON LARK**



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---

## Get in Touch

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Essex CM3 6LG

📞 24hr Contact Centre: **01621 730009**

💻 [www.nationwidevehicleassistance.co.uk](http://www.nationwidevehicleassistance.co.uk)



# Welcome

TO THIS ISSUE OF AVRO NEWS

## AVRO 2019-2020 DIRECTORY COMING SOON

With all the success of launching our new magazine **AVRO News**, what better time to bring out a **DIRECTORY**!

Have you secured your advert?

Unlike ever before our directory will be available as a **hard copy, online flip-book version, PDF, via website, etc...** **ITS GOING TO BE EVERYWHERE!**

If you want any information or just want to chat about the above call Jazzy now on **01788 572850**.

## COVER STORIES

Between 23 November and 25 January, DVSA carried out 7,500 enforcement checks and found 14 vehicles using older tyres.

Page 9

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

Send us your thoughts...

[jazzy@avrouk.com](mailto:jazzy@avrouk.com)  
017885 72850

## SIGN UP FOR YOUR FREE COPY OF AVRO NEWS

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# GRAHAM'S GAB

Let's touch base with Graham in this month's Graham's gab...



“

The much-changed AVRO Council is very active in securing Member Benefits.

”

Hi All

I thought I would do a catch up with the Members.

First off is the Police Scheme

I realise that some of you are not on the Scheme, however, it is expected that new Legislation will bring about rate increases and more clarity to the scheme which will inevitably help the cause, for extremely overdue increases throughout.

This long-awaited Legislation change is imminent.

Rates

It is really trying to get across to Work Providers that if they want a successful Professional Recovery completed on time, they have to pay the going rate.

It is simply absurd, what most of the Work Providers expect us to work for!!! (and my pet hate, FREE MILEAGE)

The light is finally shining through, as already Work Providers are suffering from record refusals, unmanageable eta's and Operators are simply not prepared to work as busy fools

anymore.

We are working hard behind the scenes by conducting stakeholder meetings inviting guests such as the Road Haulage Association, Passenger Transport, Highways Commission (not in Scotland), Association of British Insurers and the Police as well as Clubs in the hope that some realisation comes into our Industry.

Our second meeting is in March where all the 'high flyers' in the Industry are represented.

I personally have only been in this Recovery Business for 6 years, unlike most of you who have been a lifetime in the Industry, but it is high time this Industry of ours is recognised as a vital service and gains respect.

Not only is it a difficult, more often than not a dirty job, it can be extremely dangerous, and personally I do not think the powers at be work hard enough to protect our employees.

Why should we not receive the same care and attention as the Fire, Police and Ambulance Services?

The Smart Motorway fiasco is a case in point down South, how dangerous is that for our Recovery Boys?

The recent campaign of "Slow Down Move Over" is music to my ears and perhaps we are getting somewhere.

Moving on

## Member Benefits

The much-changed AVRO Council is very active in securing Member Benefits.

For example, next to salaries I think you will agree insurance and fuel is a huge expense to any business of our type.

Insurance Policy

We have secured the services of Aston Lark Insurance who will work extremely hard to save you thousands on your premium and service your account professionally.

Are you under insured, are you over insured, from experience they can tell you.

You have nothing to lose at renewal time, give them a ring for a quotation, we are in this Industry, not spoilt for choice when it comes to Insurance Companies even quoting for your business.

Fuel Cards

We have also secured the services of Thomas Silvey who you will be hearing from, whereby, our Members can make huge savings on the price of fuel. For example, today's rate is £1.02 against our previous Fuel Card provider at £1.05, even that differential can make a huge dent in your fuel expenses depending on your fleet size.

Of course, prices fluctuate but there are no hidden fees or card fees, all kept simple and surely worth a chat to them as I bet most of you are paying more for your fuel right now.

Helpline

We have also acquired the services of a Company where our members can seek advice on their 24/7 helpline for all matters relating to legal, HR, Health & Safety and Tax.

In these days of the claim culture, Manslaughter Laws, Employee rights, you can bet you will require advice at some stage

May I suggest you log into our website, [www.avrouk.com](http://www.avrouk.com), and join our electronic magazine link, that will keep you up to date with all the benefits of being an AVRO Member.

Better still, I am available on e-mail or phone, feel free to contact me directly, if you wish further information on the current or new benefits AVRO have to offer you.

Graham Steedman



# HIGHWAYS ENGLAND NOW PULLING IN COMMERCIAL VEHICLES IN WEST MIDS



## Highways England now pulling in commercial vehicles in West Mids

Commercial vehicle drivers could be stopped by a Highways England Traffic Officer, the Driver and Vehicle Standards Agency (DVSA) has announced today (Wednesday 13 February).

Under a new agreement, DVSA and Highways England will work together to pull in lorries, vans, buses and coaches on West Midlands motorways while sharing Automatic Number Plate Recognition (ANPR) data and other intelligence in real time. The move is set to improve road safety and use public funds more effectively.

By working together more closely than ever, Highways England will be using their marked vehicles to perform the stopping duties previously only performed

by the widely recognised DVSA vehicles or the police. Either organisation can now bring vehicles into check sites for DVSA examiners to check for issues such as drivers' hours offences, mechanical defects, overloading and load security issues.

### DVSA Director of Enforcement Marian Kitson said:

"DVSA's priority is to protect everyone from unsafe drivers and vehicles.

"The main winner here is road safety. Working so closely with Highways England has been a great success, it makes perfect sense for those with similar skills, resources and goals to support each other in this way.

"This partnership means we have a wider network of stopper vehicles to hunt down that minority of rogue operators who put profit before safety."

The announcement comes after a successful trial in the same area which saw the two Department for Transport

organisations working together to improve road safety. The partnership means that the DVSA can use its own workforce more effectively by utilising the additional service provided by Highways England.

### Gina Lawrence Highways England Project Manager said:

"We see this as enhancing the important work our traffic officers already do in dealing with incidents and helping to keep our roads moving.

"We have worked with DVSA to improve the efficiency of the vehicle check site which has supported our goal of improving commercial vehicle safety on the strategic road network.

"We are pleased this will now become business as usual in the West Midlands."

DVSA has delegated its stopping warrant to Highways England for this partnership, and as a result, failure to stop for either a Highways England or DVSA vehicle could result in court action or attention from the Traffic Commissioner.



# Safe Working Load

RIES have recently encountered some advice which tends to suggest that recovery operators and others should no longer use **Safe Working Load - SWL**, but instead use **Working Load limit - WLL**.

## Manufacturers Information / Working Load limit - WLL / Minimum Breaking Load - MBL

Is the load or capacity which a manufacturer has set for a machine or accessory and is the limit **over which the operator must not go**.

If an operator specifies a lower capacity machine for his operation, which he runs at or near these advisory limits, he may have some benefits in weight saving and cost.

However, using a machine at its full capacity, time after time, will without doubt increase the rate at which the machine degrades, wears then fails, with the potential of injury being caused.

Such operations will no doubt introduce other issues like, overload devices coming in to play and the machine stalling.

## Safe Working Load - SWL

There is a legal requirement under Health and Safety legislation, PUWER and LOLER

for an employer to provide equipment which is suitable for the job it does, has sufficient strength, is correctly installed, maintained and inspected and the operator is given satisfactory information and instructions on its use.

Such safety advice is included in PAS43, a document produced by industry experts and designed to increase safety.

It is the legal duty of the **Responsible Person** in a company to ensure the safety of staff by introducing a **safe system of work** which includes information such as, an evaluation of the task being performed, the equipment, the environment and the competency of staff.

In this instance, the **Responsible Person** may decide to introduce a **Safety Factor - SF** for lifting / pulling.

This will be based on the type and use for the machine and will include various other factors such as frequency of use, heat, corrosive atmospheres, general environmental conditions and any other circumstances relating to the operation.

Therefore, the **Safety Factor is FLEXIBLE in all circumstances**.

So, if, taking the above into account, the **Responsible Person** sets the **Safety Factor** at **10**, and if the machine has a **WLL/MBL of 10 tonnes**, the Safety Factor means that the **company has decided** that for their use, the machine can safely lift **1 Tonne**.

The recovery industry, generally, but not exclusively, use **Safety Factors of 5:1 for lifting duties** and **2:1 or 3:1 for dragging**, where the load does not leave the ground.

Based on circumstances, some operators may **decide not** to introduce a **Safety Factor** where other operations, such as Off Shore use **10 : 1**

So, as above, the **10 Tonne WLL/MBL** machine using a **Safety Factor of 5** for lifting has a **Safe Working Load of 2 Tonnes**.

The same **10 Tonne WLL/MBL** machine used for dragging where the load does not leave the ground, has a **Safe Working Load of 5 Tonnes or 3.3 Tonnes dependent upon the safety factor used..**

**So, if the Responsible Person decides to include a Safety Factor in his Safe System of Work, he will calculate his Safe Working Load by :**

**SWL → Manufacturers Information ÷ SF**



## Recovery Industry Engineering Standards

[www.riesuk.com](http://www.riesuk.com)

# PAS 43

&

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# AA WINS ONE OF UK'S LARGEST ROADSIDE ASSISTANCE CONTRACTS WITH LLOYDS BANKING GROUP



- New five-year contract

- Supplying breakdown services to 2.4 million Lloyds Banking Group customers

- Delivering in line with our strategy to differentiate the AA through innovation and digital platforms

- Builds on positive momentum in B2B business

The AA plc (AA) is pleased to announce that it has successfully been awarded a new five-year roadside assistance contract with its longstanding partner of more than 18 years, Lloyds Banking Group plc (LBG). This firmly positions the AA as B2B partner of choice for roadside assistance.

The contract is one of the largest roadside assistance contract in the UK and will service approximately 2.4 million LBG Packaged Bank Account (PBA) customers. The contract becomes effective from 1 April 2019.

The AA's B2B strategy is focused on putting service, innovation and data at the heart of what we do:

- Creating industry-leading, cutting-edge B2B partnerships
- Delivering world class customer service
- Investing more than any other provider

in technology and people

- Developing connected and integrated Roadside propositions and new data services

- Enhancing our leading position as the B2B partner of choice

The LBG contract renewal builds on the positive momentum in the AA's B2B business, which has seen key business relationships renewed or extended with Jaguar Land Rover, Volkswagen and Suzuki in the last year. In addition, the AA has won a three-year contract with Arval following a competitive tendering process, a significant win for the AA in the Fleet and Leasing Sector.

Business customers account for around 10 million of the AA's 13 million members and underpin the scale of the AA's Roadside operations. By innovating and differentiating its B2B offer, the AA is cementing its market leadership position as the B2B partner of choice for UK roadside assistance.

Under the terms of the contract, the AA will continue to support LBG PBA customers with roadside assistance, home start, recovery and accident management services. In addition, and for the first time LBG PBA customers will be provided with access to a range of digital driving services, creating additional value to LBG's customers.

The AA will adapt its market leading and award-winning breakdown app, with bespoke functionality for LBG, providing its PBA customers with the ability to report and track their breakdown digitally on their phones or tablets, which will significantly enhance their breakdown experience. The app will also give LBG's customers access to a wide range of exciting products and services.

Simon Breakwell, Chief Executive Officer, said:

We are delighted to have been awarded this new five-year contract, a strong endorsement of our strategy. This is a significant achievement as it is the largest roadside assistance programme in

the UK. We look forward to building on our long-standing partnership with Lloyds Banking Group by continuing to provide a market leading breakdown assistance service and introducing exciting new driving and digital services to their Packaged Bank Account customers.

"The recent contract renewals, extensions and wins are testament to the value our operational scale, service excellence and breadth of innovative customer solutions can bring to our B2B partners and personal members. This further strengthens the foundations to build on our market leading position to truly make Britain's driving life better."

Article Courtesy of: <http://otp.investis.com/clients/uk/aapl1/ms/regulatory-story.aspx?cid=927&newsid=1231601>

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# Recovery

## COMMERCIAL RECOVERY MANAGER

Due to continue growth, we are looking for an experienced commercial recovery operator who is looking to take the next move in to management, you should have experience in all aspect of car and commercial vehicle recovery, including accident, roadside and ADR.

Your day to day responsibility will be working alongside our Operations Director and Management team to assist drivers, liaise with customers and guide our control room. You should not be scared to make decisions and stand by them.

You will be office based but not be afraid to still go and get your hands dirty, assisting and undertaking complicated an even run out of the mill jobs.

You should have the relevant IVR training for Heavy and Light recovery including VR21, you should also be suitable for undertaking security vetting. A current CE driving entitlement together with CPC and ADR license essential.

An excellent salary together with fuel card and a new 4x4 will be offered to the suitable candidate.

Please call for an informal chat  
**Mick Puleston: 07557 872768**

# SAVE THE DATE !!!



## AVRO Social Event /AGM

### Droitwich Spa Worcestershire

## 5th & 6th July 2019 Chateau Impney Hotel

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# MINISTER UPDATES ON MEASURES TAKEN TO IMPROVE TYRE AND VEHICLE SAFETY

## Findings made in government research into aging tyres expected to be reported this spring

The Minister of State for Transport, Jesse Norman has submitted a written statement to parliament with an update on measures being taken to improve tyre and vehicle safety.

In November 2018 the government updated the DVSA guidance on maintaining roadworthiness, to the effect that tyres of ten years of age or older should not be used on the front or steering axles of heavy goods vehicles as well as buses and coaches.

Between 23 November and 25 January, DVSA carried out 7,500 enforcement checks and found 14 vehicles using older tyres.

In his statement, Jesse Norman said: "The DfT and its agencies continue to work together to ensure vehicle operators understand how to maintain the safety and roadworthiness of their vehicles, including their tyres, and to enforce any non-compliance.

"This strengthening of the roadworthiness

guidance followed amendments to the MOT and annual test requirement in 2018 to tighten the control of the use of any tyres exhibiting deep cuts to the tread area.

"These changes, which apply to all road vehicles subject to MOT tests, were developed in response to new evidence obtained from a DfT funded collision investigation.

"This indicated that structural damage to tyres was possible due to corrosion caused by water ingress."

### Aging tyres

In addition to these measures, the government has also commissioned pioneering new research to strengthen understanding of the effect of age on the integrity of road vehicle tyres.

Jesse Norman said: "No other country in the world has done work of this nature – we are pushing the boundaries of technical research in order to inform policy and

ensure the safety of all road users. "The present work has been commissioned by the Department for Transport and is led by the UK's Transport Research Laboratory.

"The project has enlisted expertise from a leading laboratory in the United States, Smithers Rapra, to undertake testing and analysis to find out more about the structural qualities of those tyres.

"Thirty one used tyres of different ages, taken from the UK market, have been sent to this laboratory.

"The sample tyres are all from a single manufacturer and have been assembled so that accurate comparisons can be made.

"This analysis will be used to address the question of how ageing affects tyres' integrity.

"As I informed the House on November 23, we expect the outcome of this research to be reported in the spring."





# Driver & Vehicle Standards Agency



- mobile cranes
- breakdown vehicles (not breakdown vans)
- tower wagons
- some mobile engineering plants
- some trailers designed for the production of asphalt
- road construction vehicles (not road rollers)
- electrically propelled motor vehicles first registered since 1 March 2015
- tractor units pulling exempt trailers
- certain motor tractors and heavy and light locomotives exempted under sections

## HEAVY VEHICLES NEEDING AN ANNUAL TEST FOR THE FIRST TIME

**Heavy vehicles needing an annual test for the first time**

Certain vehicles with heavy goods chassis will need to have had an annual test by 20 May 2019 to remain legal on Britain's roads.

This is because some heavy goods vehicles

lost their test exemption in May 2018 and came into the scope of test. Vehicles must now pass an annual test before the next vehicle tax renewal is due.

**Vehicles now needing a test certificate include:**

185 and 186 (3) of the Road Traffic Act 1988, where these are based on an HGV chassis

They will then need a test every year after their first test.

Article Courtesy of Driver and Vehicle Standards Agency

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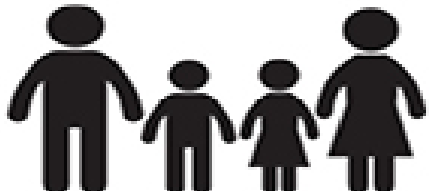
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# NETWORK TRAINING PARTNERSHIP

## TrainAWARE - DCPC CONSORTIUM TRAINING



**Aware Series**  
A framework of relevant tailored training

On the 9th-11th Jan 2019 Network Training Partnership undertook our second DCPC instructor training course – TrainAWARE. Giving these companies and individual trainers the opportunity to deliver our popular AWARE Series of industry-related DCPC courses to their drivers and own customer-bases.

The trainers on this course demonstrated an excellent attitude throughout and we look forward to supporting them and developing our working partnership in the future. Our network is increasing, and we have more companies joining the Consortium and our ever-growing network of approved trainers.

### What is the NTP DCPC Consortium?

NTP has been established to deliver training to the automotive, transport & logistics industries. As a JAUPT Approved Training Centre (AC02114) and an approved Consortium of trainers we offer industry recognised, high-quality courses. As a Consortium Member companies and individual trainers have access to these courses without the time and expensive of being JAUPT registered themselves.



Institute of the Motor Industry

### Roadside & Recovery Validated Recognition

MODULES 1, 2 AND 3

Go above and beyond

These include our new Roadside & Recovery Valid Recognition course; industry-recognised training giving 14-hours DCPC, an IMI QAP qualification and a virtual PATAM Card.

### Who can join:

To become an NTP Consortium Member you will either have an in-house company trainer or be a trainer yourself who possesses a recognised certified teaching qualification such as PTLLS/CTLLS or Cert Ed. Additionally, you must have relevant experience in the subject you are delivering.

### Why NTP?

Our USP is that we can deliver JAUPT-registered DCPC courses throughout the UK and Northern Ireland to a tailored specification. Working with the individual company and within the JAUPT framework we can tailor the content to that of the



company's specific requirement or industry. For example:

Our InductionAWARE course can include a company's own policies and procedures making it specific to their business and adaptable for their other training requirements such as Induction Training or Continuous Personal Development.

All our courses are developed by industry professionals alongside several blue-chip organisations and agencies and have received widespread praise for their relevance, interest and dynamics. We are confident that our courses and trainers will not be beaten on quality and professionalism and that our pricing is fair and offers accessibility to accredited training for all industry stakeholders.

**What do you get when you become a Consortium Member?**

NTP offers full training in all of the courses available as well as ongoing advice and administrative support from our dedicated team including:

- Access to all the relevant AWARE courses within your qualification expertise
- All course content and relevant JAUPT documentation
- Fully branded marketing material to include NTP logos and your own company design
- Fast upload and issuing of certification (once payment has been received)
- Forecasting of courses and potential training opportunities
- Continued marketing and advertisement support through our extensive social media outlets
- Attendance on regular networking events amongst our Network Directory
- The opportunity to get paid to deliver NTP training contracts
- Access to the NTP Network Management System (NMS) for on-line learning
- Membership to the Network Directory
- Access to other courses such as our IMI QAPs and e-learning courses

**How much does it cost to join? Membership Fees / Charges:**

Annual Membership Fee per Trainer: £350

Cost per Course (inclusive of Training):

£100

Example: To sign-up one trainer to deliver 5 courses such as; DriveAWARE, InductionAWARE, RoadsideAWARE, PublicAWARE and UrbanAWARE and the initial cost would be:

Consortium Membership Fee: £350

5 x Courses Fees: £500

Total Registration Cost: £850

**Additional Costs / Fees:**

NTP Administration Fee per Delegate: £20.95 (includes DSA Upload & Certification)

**FAQs:**

**I'm a Business Owner, how much can my company save by joining the NTP Consortium?**

Companies you have a driver workforce and their own in-house trainer can make huge savings on their DCPC requirements not only for 2019 but continuing throughout the years. The courses can be included in driver induction programmes to ensure training is to the highest standard whilst maintaining control over the ongoing DCPC requirements.

**Example Costs and Savings:** (Based on 30 drivers with 35-hour requirement – 5 courses each):

**•External Training Company – Industry**

Average Prices:  
30 x 5 courses = 150 courses  
Average industry price per course: £65.00  
DSA Upload price: £8.95

150 Courses x £65 = £9750  
150 DSA Uploads x £8.95 = £1342.50  
Total Average Industry Price = £11092.50

**• NTP Consortium Costs:**

30 x 5 Courses = 150 Courses  
Consortium Registration Costs: £850  
NTP Fee per Delegate: £20.95

1 x Consortium Fees = £850  
150 Courses x £20.95 = £3142.50  
Total Consortium Costs = £3992.50

**Savings: £7100.00**

Note: All fees and charges will have VAT applied. If your driver undertakes a course themselves, they will not be able to reclaim the VAT adding a further 20% to his costs i.e. average £90.00 per course

**I'm an Individual Trainer, how much can I earn by joining the NTP Consortium?**

Trainers who meet the criteria for becoming a member have the opportunity of delivering a suite of outstanding courses to their customer base for very little outlay.

You have autonomy on pricing however we recommend courses be delivered at £80 each.

Example Earnings & Profits: (Based on 30 drivers with 35-hour requirement – 5 courses each):

**•Potential Earnings:**

30 x 5 Courses = 150 Courses  
Cost per Course: £80

Earnings: £12000

**• NTP Consortium Costs:**

Consortium Registration Costs: £850  
NTP Fee per Delegate: £20.95

1 x Consortium Fees = £850  
150 Courses x £20.95 = £3142.50  
Total Consortium Costs = £3992.50

**Profit: £8007.50**

**Can I deliver the new Validated Recognition Modules and are there any extra charges?**

The new modules are available to all Consortium Members to deliver once training has been completed. They are packaged with the IMI QAP Qualification to ensure that they are internationally recognised and externally-audited. The PATAM card comes as part of the package too. There are additional costs but remain within the NTP pricing philosophy of being fair and accessible to the whole of the recovery industry.

**What if I have an idea for a new course?**

We work very closely with all industry stakeholders to build courses that are relevant and useful to the industry. If you are Consortium Member with an idea for a course, then we will gladly discuss and work with you to build and deliver an exceptional course.

**When are the next TrainAWARE training courses?**

We are planning two courses in the next month one in the South and another in the North, dates and venues to be announced. If you are interested in becoming a member and attending one of these courses, then



please don't wait as spaces will fill up very quickly.

**Additional Trainer Requirements**

NTP is always on the lookout for qualified and talented self-employed trainers to join our team, including instructors to deliver our new IMI course (additional fees apply). We offer competitive day rates on a per course basis.

With the Sept 2019 DCPC deadline approaching fast why not contact us today to find out how you can become part of the team and offer gold-standard training to your employees or through your own contracts; [gary.tucker@ntplimited.co.uk](mailto:gary.tucker@ntplimited.co.uk)

**NTP's new IMI Validated Recognition Modules that can award 14-hours DCPC**

**1 2 3 MODULES**  
2 or 3 SPLIT DAY TRAINING COURSE

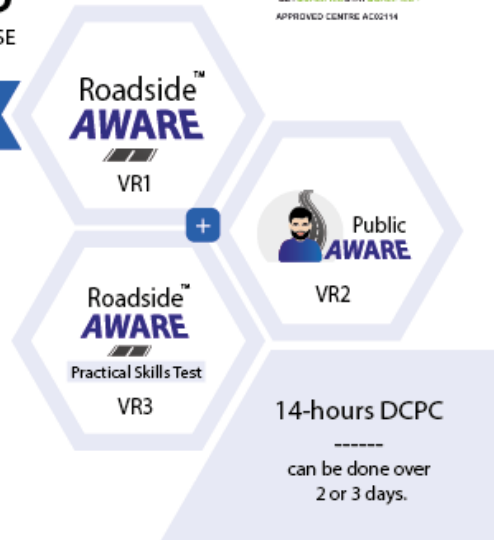


**DO YOU OPERATE A FLEET?**

**REASONS TO USE NTP**

- Outstanding feedback on all of our modules
- Delivered to some of the best-known companies in the automotive industry
- Approved & Accredited training validated by world-wide recognised awarding body
- Individual modules can be completed over 6 month period
- The IMI Award is given on completion of Roadside AWARE practical skills test
- Vastly reduced cost on the industry standard
- A variation of 5-different skills tests depending on training requirement

visit: [www.aware-series.co.uk](http://www.aware-series.co.uk)



**PATAM** All training can be recorded on the new PATAM Qualification Card visit: [www.patamgrouplimited.uk](http://www.patamgrouplimited.uk)



# F1 Personnel Ltd Celebrates 18 YEAR ANNIVERSARY!

Established in January 2001 F1 Personnel Ltd has grown year on year adding new services and personnel to be able to offer the best all-round package to our customers across the breakdown & recovery industry.

As the leading provider of Recruitment, Training and Consultancy services to the industry we have developed an in-depth knowledge of the industry which enables us to source and select candidates who demonstrate an understanding of what it takes to work in this busy, stressful but rewarding industry. Impart skills and knowledge that allows Controllers, Administrators and Managers to fulfil their job roles with professionalism

and efficiency and help businesses leaders streamline their operations to reduce operational costs and ensure long-term stability.

With offer a range of widely-renowned courses and mentoring programmes including:

**Control Room Foundation Level;**

Giving new and incumbent controllers a set of best practice skills that can be applied to all aspects of their job.

“By bringing Mark in from F1, it made things instantly more professional. It allowed myself and our Ops manager

to continue with our normal days' work, knowing that Mark would be 100% dedicated to answering questions and assisting the trainees gave us both peace of mind.”

“The whole experience and general end result have already had such a huge impact in our control room. Not only have our new starters settled in fantastically. We believe were about 6 weeks ahead of schedule and our general daily routine has just continued allowing us to not drop the ball with any other element of the business.”

“In terms of value for money – I wouldn't think twice about bringing Mark in again - I

wouldn't want to do the training myself knowing Mark could come in and do it better! We have really seen it as an investment.”  
*Gemma Manchett, Manchetts*

**Advanced Control Room;**

Designed for Supervisors and Managers to help them understand the higher functions of the control room and how they interact with other departments and managers within a recovery operation.

Operations and Fleet Manager; giving newly-appointed and existing managers an in-depth course in all aspects of the job role to help improve their skills and confidence.

**OPERATIONS MANAGER TRAINING:**

"F1 personnel have helped me gain valuable experience and confidence to improve our family run business. Although I have always been involved in the business I felt I only knew practices and policies that we had in place. This is when I contacted F1 who placed me on an individual Operations Managers course to suit mine and the business needs.

I would be pleased to recommend F1 Personnel whom we will continue to use as an important resource for expanding my business"

Polly Shaw, Shaw's Vehicle Recovery

**FLEET MANAGER TRAINING:**

"I owe a great debt of gratitude to Jane at F1 Personnel for having faith in me and giving me the confidence to go for this position. I also owe Mark at F1 a great deal of thanks

too; for all of his guidance and support since I took on the role. The Fleet Manager training I received from him in the beginning has been invaluable in my role and the Apex RMS training given me a good basis on which to build upon. Also his experience within the industry has been a great help to me in other aspects of my work including the wealth of people he knows, some of whom have given me good advice and practical help.

I now have a full Transport Management CPC (National and International), something I doubt I would have achieved if it hadn't been for F1's assistance in the very beginning"

Glenn Mead, Macadam's Rescue

Apex RMS; bespoke courses built around the Apex RMS system for any user within a recovery operation. Highly-acclaimed by both operators and Apex Networks, these courses have given users the

ability to get the most out of the RMS system and save time and improve efficiency.



More recently we have solidified our working partnership with Apex Networks with Mark Madgwick dedicating time to them and assisting with their new installation "Go Live" training.

"Mark has been travelling around the country, on Apex's behalf, to support both new and existing customers to get the most out of Apex RMS. We want our customers to be successful by using our software and Mark is instrumental in achieving the goal. He is able to share tips and tricks that help customers save significant time to run their organisations, even those who have been using RMS for years. Mark is well respected by everyone in the industry and we're delighted to have him as an extension to our team"

JP Dekker, Apex Networks Ltd

With much more planned for the next few months we have lots more to offer the industry including:

- Driver's Hours Management
- Out-of-Hours Control Room and Disaster Management
- Virtual Admin & Social Media Services

For more information on any of our services please get in touch; Jane Cattaneo, 01708 444696 or jane@f1personnel.com

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We are the only agency dedicated to supplying Recruitment, Training and Consultancy services to the Breakdown & Recovery Industry

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If you want any information or just want to chat about the above call Jazzy now on **01788 572850.**

# COPART SELECTS PATAM CARD SCHEME TO SUPPORT THE ROADSIDE SAFE INITIATIVE

## Automotive and Logistics Industry Competency and Qualifications Card Scheme



**PATAM Group Limited (PATAM), a virtual and physical identify card solution provider, are delighted to announce that Copart have joined the PATAM card scheme.**

Copart has been going through the process of providing drivers at their Chester facility with access to a personalised and branded PATAM card, and after the success of the initial trail they are now to roll it out across all of their UK facilities.

Drivers are to receive both a physical credit card-sized identity card and an app which allows virtual access to a digital version of the card.

Similar to the well-established CSCS (Construction Skills Certificate Scheme) card, the PATAM card holds all of the driver's personal certification, qualifications, training, as well as relevant company certification, including their Operator's Licence and insurance documentation.

Copart, a provider of online vehicle auction and remarketing services, are the first company to sign up to PATAM's card scheme demonstrating investment in the development of their staff and proving competency and compliance in the handling of over 400,000 vehicle movements annually across the UK.

Simon Sheldon-Wilson, Operations Director at Copart comments "We are committed to ensuring the competence and capability of our drivers in the safe handling of our customer vehicles. The PATAM scheme impressed us as it offers

an effective means for drivers to prove their skills and training together with the ability to ensure records are kept up-to-date and readily available whenever they are required. We are proud to be involved in the early stages of the schemes development."

Gary Tucker, Chief Executive at PATAM, states: "We are delighted to welcome the team at Copart and are working closely with them to deliver a solution

that meets the needs of their business. This relationship demonstrates our shared interest in innovation, safety and compliance and I am looking forward to rolling the scheme out nationally over the coming months."

### Qualification criteria that enabled Copart to be deemed as Roadside Safe for the PATAM card scheme

To qualify for the PATAM card scheme the following standards had to be met:

- Online DriveAWARE training (45-minute CPD, which meets HSE recommended guidelines for compliance of company vehicle drivers)
- A recognised Government licence check
- Electric and Hybrid awareness training
- Industry standard vocational training
- Full insurance
- A company Operators Licence (or PAS 43 in the recovery industry)

On meeting these standards employees are recognised as "Roadside Safe" to conduct roles across the industry.

### How it works for company and individual schemes

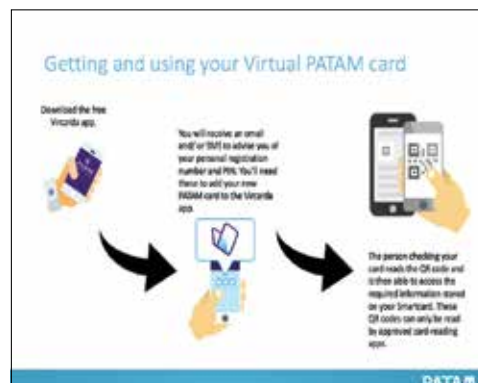
All employees will be provided with a Company / PATAM branded virtual card, which will be made available on issued mobile devices, together with a physical identity card. This enables employees to produce evidence of vocational qualifications and company policies stored on their PATAM App when requested to do so.

### Registering employees to the scheme

Registration is a simple process for employees by downloading the Vircarda App. Developed in conjunction with our Technology Partner, Reference Point, the card works in a similar way to the Construction Skills Certificate Scheme (CSCS). All qualifications, competency, company policies and insurance information are stored and visible on the Vircarda App and can be checked using the Checarda App. The Apps are free to download and easy to use.

### The Checarda App

The Checarda App securely reads physical and virtual cards and surfaces the information stored. This offers the ability to quickly and easily verify an individual's credentials. The App will geo-locate where the card was checked as well as date and time stamp – providing a full audit trail to the business.



### Getting and using your Virtual PATAM card

Discover how the PATAM card scheme can benefit your business. If you work in the automotive or logistics industry, discover how the PATAM scheme will benefit your business. Find out more:

**Visit:** [www.patamgrouplimited.co.uk](http://www.patamgrouplimited.co.uk)  
**Email:** [info@patamgrouplimited.co.uk](mailto:info@patamgrouplimited.co.uk)  
**Call:** 01245 942350



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# SPEED LIMITS

You must not drive faster than the speed limit for the type of road and your type of vehicle. The speed limit is the absolute maximum - it doesn't mean it's safe to drive at this speed in all conditions.

A speed limit of 30 miles per hour (mph) or 48 kilometres per hour (km/h) usually applies, unless you see signs showing otherwise.

## National speed limits

Type of vehicle	Built-up areas mph (km/h)	Single carriageways mph (km/h)	Dual carriageways mph (km/h)	Motorways mph (km/h)
Cars, motorcycles, car-derived vans and dual-purpose vehicles	30 (48)	60 (80)	70 (112)	70 (112)
Cars, motorcycles, car-derived vans and dual-purpose vehicles when towing caravans or trailers	30 (48)	50 (80)	60 (96)	60 (96)
Motorhomes or motor caravans (not more than 3.05 tonnes maximum unladen weight)	30 (48)	60 (80)	70 (112)	70 (112)
Motorhomes or motor caravans (more than 3.05 tonnes maximum unladen weight)	30 (48)	50 (80)	60 (96)	70 (112)
Buses, coaches and minibuses (not more than 12 metres overall length)	30 (48)	50 (80)	60 (96)	70 (112)
Buses, coaches and minibuses (more than 12 metres overall length)	30 (48)	50 (80)	60 (96)	60 (96)
Goods vehicles (not more than 7.5 tonnes maximum laden weight)	30 (48)	50 (80)	60 (96)	70 (112) 60 (96) if articulated or towing a trailer
Goods vehicles (more than 7.5 tonnes maximum laden weight) in England and Wales	30 (48)	50 (80)	60 (96)	60 (96)
Goods vehicles (more than 7.5 tonnes maximum laden weight) in Scotland	30 (48)	40 (80)	50 (80)	60 (96)

# National speed limits

## Vans, car-derived vans and dual-purpose vehicles

Most vans:  
 -have a lower speed limit than cars  
 -must follow the speed limits for goods vehicles of the same weight

Vehicles under 2 tonnes laden (loaded) weight may qualify as a 'car-derived van' or 'dual-purpose vehicle'. These vehicles have the same speed limits as cars.

## Motorhomes

Motorhomes or motor caravans are classed as goods vehicles if they:

- carry goods for exhibition and sale
- are used as a workshop
- are used for storage

## Locally set speed limits

Local councils can set their own speed limits in certain areas, and these must be clearly signed.



For example:

- 20 mph zone in a built-up area near a school
- 50 mph (rather than 60 mph) limit on a stretch of road with sharp bends

## Speed limiters

A speed limiter must be fitted on:

- vehicles with more than 8 passenger

seats, eg buses, minibuses, coaches, stretch limousines

- goods vehicles with a maximum laden weight of more than 3.5 tonnes

Speed limiters are designed to reduce accidents. They limit the maximum speed of a vehicle by restricting the fuel supply to the engine. Having a speed limiter may mean that your vehicle can't reach the speed limit.



# HIRE

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FOR QUOTES CALL US on 0844 335 1270 or email [hire@recoveryworld.co.uk](mailto:hire@recoveryworld.co.uk)



I have the pleasure again this month of announcing the completion of another tender which has resulted in another exciting partnership and an exceptional benefit to all our members.

Following the launch of AVRO Insurance with Aston Lark last month, this month we launch AVRO Fuel Cards with our new fuel card partner, Thomas Silvey Ltd trading as Silvey Fleet.

The tender process involved some big players within the fuel card industry, all keen to work with AVRO and most importantly its members. As we all know fuel expenditure is one of the big three expenses at the top of all operators accounts and in carrying out this review we were keen to ensure members are getting value for money.

As we all know finding the right fuel card can be a nightmare and just as much of a task is finding the time to look over all the offers out there. In addition to that the offers and deals available are complex and we all end up getting caught out by additional charges, card charges.

AVRO knows how hard its members work and know that quite simply members have not got time to fully explore all the fuel card options out there - well AVRO have done the hard work for you and it can not be put any more simpler than with AVRO's new fuel card partner you pay for the fuel you use and that is it!

**No card charges, no hidden charges, no contract you really do pay nothing else but for the fuel you use.**

As part of the tender process ran by AVRO to identify the best fuel card provider, one of the criteria was that any participant had to supply their individual weekly fuel price for all of 2018. AVRO then analysed this information and Silvey Fleet were consistently, in fact every week in 2018 Silvey Fleet were the cheapest by far. In our analysis we used fuel usage data available to AVRO based on National Council members and for one member alone, if they were to use Silvey Fleet over their current fuel supplier in 2018, they would have saved upwards of £10,000 in fuel expenditure alone. Not small figures

and I am sure you will agree an amount better in the pockets of our members.

This is another big win for our members and I am so very pleased to bring it to our members. At this time Silvey Fleet are not able to service our members in Republic of Ireland but we are working with Silvey Fleet and hope to be able to roll this out to Republic of Ireland in the near future.

My thanks goes out to Mike Esposito at Silvey Fleet for his sterling work and for coming on board with the AVRO vision and for the benefit of our members. Mike will be leading the charge at Silvey and will soon be in touch with all members to offer their services. I encourage all members to take up this fantastic deal, it really is worth it.

If you need any further information, please do not hesitate to contact the AVRO office or Mike Esposito, whose details are listed in the attached article.

*Steve Smith  
AVRO President*

# DRIVING EFFICIENTLY

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.

**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.

Silvey Fleet know that doing the right thing for their customers is the best way to create strong, long-lasting relationships. That's why they'll work with your business to help you pick the right cost-saving fuel card - so managing your fleet is easier and more cost-efficient, regardless of whether you have 5 or 500 vehicles.

**Save up to 10% on your business fuel costs**

Silvey Fleet can offer you access to competitively priced petrol and diesel at over 6,500 multi-branded fuel stations throughout the UK, including HGV sites. By giving your drivers access to discounted prices at the pump, Silvey Fleet fuel cards can help you save up to 10% on fuel. Plus, you'll benefit from interest-free credit and flexible payment terms.

**Complete control over your fuel**

Silvey Fleet work with national network partners Texaco (including the Fastfuel network), Esso Fuel Card and Keyfuels Card.

Although choosing the fuel card with the broadest network coverage can seem like an obvious way to get the best value, it's not always the best approach. Silvey Fleet's fuel card advisors will look at the routes your drivers use regularly, and which stations

are closest to them, so your fuel card offers the greatest convenience and cost-savings based on business as normal.

**Setting up a fuel card**

A Silvey Fleet fuel card is free to set up and there are no transaction fees or annual charges. 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!

You can set daily or weekly spending limits on your cards giving you complete control over how much is spent, including your spend on sundry purchases.

Silvey Fleet can also help you decide whether to have named vehicles or named drivers attached to your fuel cards. This can depend on whether you have a small number of regular drivers or a set number of vehicles that are used by

different drivers each day. They'll work with you to help find the best solution for your fleet.

**Dedicated account management**

Silvey want to forge long-lasting relationships built on trust.

That's why they're dedicated to putting their customers first, with exceptional customer service, transparent pricing and excellent products.

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. They'll share their knowledge of optimising fleet management, so you not only get the right fleet solutions, but the know-how to make the most of them once they're up and

running. Your Silvey Fleet account manager will also contact your drivers to let them know how their new fuel cards work, including where's best for them to fill up on their usual routes. This helps to make sure there's good uptake of your new fuel cards and ultimately that they're effective for your business.

**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 to keep track of fuel costs. Since all transactions are recorded centrally there's no need to chase drivers for

fuel receipts, plus you can use the HMRC approved invoices to reclaim VAT.

**Testimonials**

Our Silvey Fleet fuel cards will help you save time and money through lower costs, more efficient processes and better management reporting – making your life easier. But we don't expect you to take our word for it, here's what some of our customers say about their Silvey Fleet fuel card:

"Unlike some fuel card companies, Silvey Fleet has remained very competitive and has done everything they can to keep our fuel prices low. They will always communicate any changes, their customer service team has gone to great lengths to ensure that we have the best possible service." Crown Flooring

"Since moving across to Silvey Fleet fuel cards we've been able to quantify significant

savings on the fuel we use to maintain our business." Total Produce

"Our business model relies on moving both people and machinery, paying an average of 5p below the pump price has greatly helped to reduce our overheads." RSK Group

To start saving up to 10% on the cost of your business fuel today simply email [mike.esposito@silvey.co.uk](mailto:mike.esposito@silvey.co.uk) or call them on **01454 333022**.

**DON'T FORGET TO QUOTE AVRO TO GET ALL THE BENEFITS!**



Fuel Card



Free to set up  
No transaction fees



Less admin  
Saves time and money



Savings  
Reduced fuel costs



Fuel Card Network  
6500+ multi-branded sites



Reduce your fuel costs  
with a Silvey Fleet Fuel Card

Free to set up, a Silvey Fleet fuel card offers competitively priced fuel at over 6,500 branded fuel stations throughout the UK, including HGV sites.

Call Silvey Fleet on 01454 333 022  
or visit [www.silveyfleet.co.uk](http://www.silveyfleet.co.uk)

# Aston Lark

Don't be caught out driving abroad

After the 29th March 2019, in the event of a no deal Brexit travelling abroad will become more challenging.

If no terms are agreed upon, a Green Card will become mandatory to lawfully drive in the European Union.

Back in May 2018, the European Insurance Authority advised that after Brexit with or without a deal a Green Card won't be required to drive in the European Union. However, this has yet to be agreed and announced by the European Commission. Until this happens, we would suggest a Green Card is needed for any pleasure or business-related driving in the EU.

Several insurance companies are offering solutions, notably Aviva are recommending contacting them 3 weeks prior to travel from the UK to the European Union.

Association of British Insurers (ABI) have advised policyholders to obtain Green cards at the earliest possible opportunity. Driving in the EU without one may violate the laws of the country which could lead to possibly police fines or maybe more.

<https://www.abi.org.uk/news/news-articles/2019/01/dont-forget-your-green-card---british-insurers-issue-advice-to-customers-on-no-deal-brexit>

Also, for driving abroad, you will require an International Driving Permit, please speak with your contact Chris Chapman at Aston Lark if you need any further advice on this area and how it could impact your business.

Tel : 01732 386 766

Email : [chris.chapman@astonlark.com](mailto:chris.chapman@astonlark.com)

## Getting In touch:

Over the coming months, we will be attending your regional meetings so we will have the opportunity to meet you in person and to discuss how our offering can help your business. However, in the meantime if you would like to discuss your insurance or employee benefits policies, please do not hesitate to contact us using the details below:



**ASTONLARK**



**Chris Chapman** – Commercial Insurance

T: 01732 386766  
M: 07825 652829  
E: [chris.chapman@astonlark.com](mailto:chris.chapman@astonlark.com)



**Samantha Mistry** – Employee Benefits

T: 020 7543 2818  
M: 07984 786719  
E: [sam.mistry@astonlarkeb.com](mailto:sam.mistry@astonlarkeb.com)

## Responsible for keeping the wheels of your business turning?

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### Contact

E: [chris.chapman@astonlark.com](mailto:chris.chapman@astonlark.com)  
T: 01732 386 766  
M: 07825 652 829

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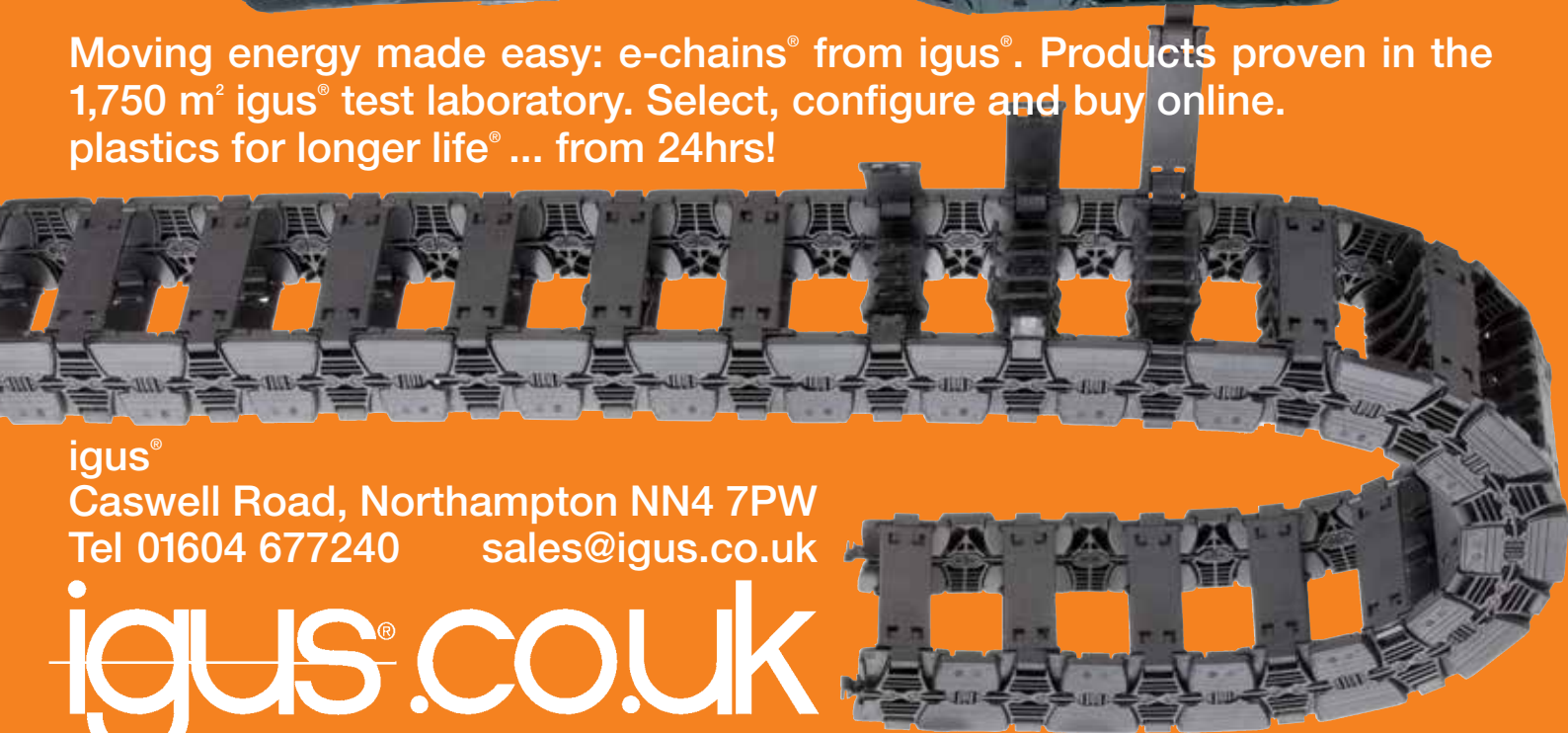
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# AVRO WELCOMES A NEW MEMBER LOCH SHIEL GARAGE!

Loch Shiel Garage have been on the go since early 1970s based in Acharacle on the Ardnamurchan peninsula, just west of Fort William

Loch Shiel Garage cover a wide spread area for breakdowns and recoveries, their customers travel from all ends of the peninsula for their workshop that offers a full MOT, diagnostics and repair services.

Andrew started working at Loch Shiel Garage in 2007 and in 2010 when the owners at the time decided to sell up and concentrate on their Bus company, Andrew and his brother John got together and took over the business.

At that time of taking over in 2010 there were four full time staff employed at the garage however, since then the business has gone from strength to strength, with the new extension on the work shop and new office facilities, they now have seven full time and various relief and part time staff working in the premises.

Andrew and John have invested heavily in new equipment since becoming new owners and currently have 6 breakdown vehicles offering light and commercial breakdown and recovery, as well as having all their vehicles run on O licence which allows them to make the vehicles as versatile as possible.

Their breakdown volumes vary from summer to winter due to their location which is situated in a very popular tourist area. This often means that they do a lot of long distance recoveries throughout the summer months!

Their location also benefits them, as the nearest main dealers for cars going back for warranty work around the area is 110 miles away, which makes all recoveries a fair distance.



Workshop Spaces







# RECOVERY JOB

**If you go down in the woods today... You're sure to find a fully loaded fuel tanker stuck solid!**

**This month we look at an interesting recovery sent in by Furness Cars & Commercials Limited based in South Cumbria (Region Two)**

Having received the call from one of our local customers, it was reported that one of their 12t MAN fuel tankers, which had been delivering to a remote farm in South Cumbria had become stuck. As it had made its way along the forest track the vehicle had slipped off the road to the off side on an uphill section of the track, which had caused the tanker to leave the road to the off side and both the front and rear axles were grounded.

The location alone meant that the only tool for the job was our John Deere 3650 which has had what you may say a few alterations. Once at scene it was clear that access to the front of the vehicle was not possible, so turning the tractor round and setting up a 3:1 pull, taking advantage of the location to draft in some recovery man's friends, in the form of two large trees, this enabled a good forward direction pull and also a sideward pull from the rear axle to prevent the vehicle from tracking along the embankment or heading further down the embankment. With the tractor doing what it does best and performing well, the tanker was soon back to the track and ready to go again.

Once back to the road, the equipment was packed away and the vehicle given the usual check over, the driver was happy that he could then continue with his delivery and his days' work, and the farm was thankful to see their fuel arrive.





# AVRO WORDSEARCH



Theme: *Regions 10 and 11*

Answers can be found on page 38



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Barking  
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Crawley



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## AVRO NEWS MAGAZINE



# Member Benefits



- Contribution towards 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.
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# 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

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: \_\_\_\_\_

# NEW AVRO MEMBER BENEFIT



## Launch of the new AVRO Business Support Service



The Association has an ongoing commitment to provide members with a range of benefits that offer real value to their business. Without doubt services that help protect members are very important and this is why we have decided to invest in a new service, the AVRO Business Support Service which will provide members with access to a wider range of services and will allow them to derive even more value from their membership.

Members will now have access to four key services;

- HR Service - advice line, and a website with over 400 free downloadable template employment documents

- Legal Service- advice line, website featuring almost 200 downloadable legal documents

- H&S Service– advice line, website with over 100 downloadable health & safety documents

- Tax Service– advice lines for taxation and VAT plus legal expenses insurance cover to defend HMRC investigations

All these services are integrated and delivered directly by Quest (formerly known as Qdos). From a member perspective access couldn't be easier;

- One phone number – 01162 437615 for access to all advice line services. The HR and legal lines are available 24/7, 365 days a year.

- One website – members will be

issued with unique login details. The website features a document library with almost 800 free downloadable template documents covering employment, health & safety and legal matters.

Steve Charles, Head of Business Partnerships at Quest said; "We were delighted to be selected by AVRO to offer this service to members. We know these services can really help members and with the expanded range of services we are now able to provide we can say with confidence that we have a service for ALL members"

Stephen Smith, President of AVRO said; " The Association is thrilled to be able to offer this new integrated service which we believe will genuinely protect our members and give them peace of mind in these challenging times. I encourage all members to use these premium quality services.

\*Advice line number is:\*  
**01162 437615**

# AVRO NEWS



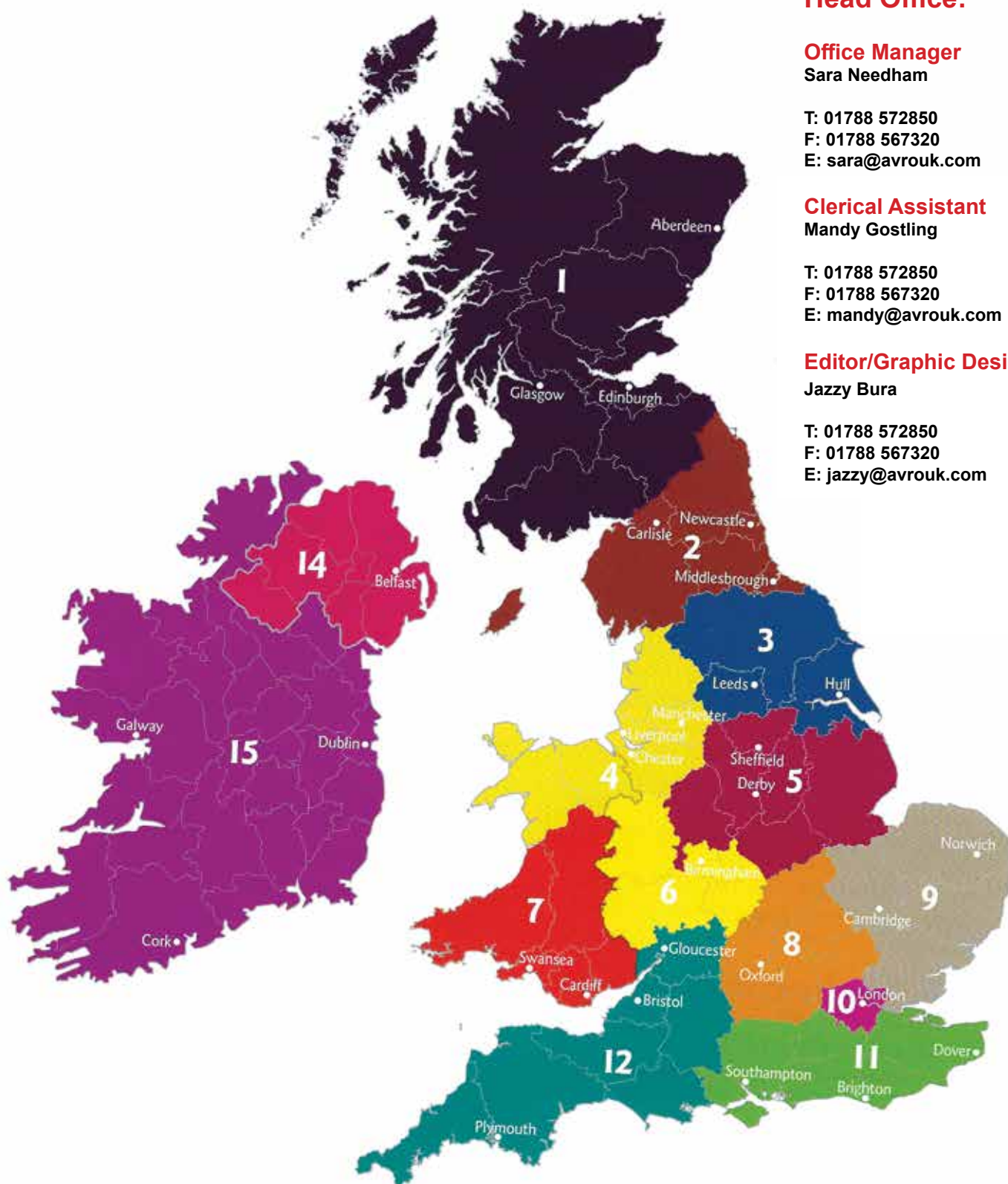
AVRO News is available on PDF, online flip-book and printed. Our mailing list covers over 2000 people and is increasing since our new publication launched.

If you have any editorial that you would like to discuss, want to advertise in our magazine or just want to sign up for our digital and printed magazine then please contact [jazzy@avrouk.com](mailto:jazzy@avrouk.com).

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



# MAP OF AVRO REGIONS



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Jazzy Bura

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F: 01788 567320  
E: jazzy@avrouk.com

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## AVRO VICE PRESIDENT

## AVRO VICE PRESIDENT



**Name:** Steve Smith  
**Region:** 10, Greater London  
**Company:** Boleyn Recovery  
**Email Address:**  
itsmesmithy@gmail.com

**Name:** Mick Puleston  
**Region:** 11, South East  
**Company:** A1 Recovery  
**Email Address:**  
mickpuleston@a1recovery.org

**Name:** Ken Wills  
**Region:** 12, South West  
**Company:** Cornwall Commercials  
**Email Address:**  
ken.wills@me.com

## AVRO BUSINESS CONSULTANT

## REGION 2



**Name:** Graham Steedman  
**Region:** 1, Scotland  
**Email Address:**  
graham@avrouk.com

**Name:** Gary Grieve  
**Region:** 2, Northern  
**Company:** Furness Cars & Commercials Limited  
**Email Address:**  
gary@avrouk.com

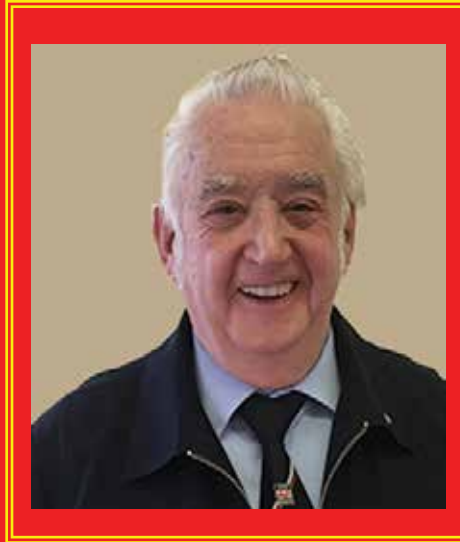
# NATIONAL COUNCIL!

## REGION 4



**Name: John Leach**  
**Region: 4, North West**  
**Company: GM Recovery**  
**Email Address:**  
[john.leach@gmrecovery.co.uk](mailto:john.leach@gmrecovery.co.uk)

## REGION 5



**Name: John Rogers**  
**Region: 5, North Midlands**  
**Company: Unity Recovery**  
**Email Address:**  
[j.com@mostermail.org](mailto:j.com@mostermail.org)

## REGION 6



**Name: Eric Hammond**  
**Region: 6, West Midlands**  
**Company: Fillongley Garage**  
**Email Address:**  
[eric@fillongleygarage.com](mailto:eric@fillongleygarage.com)

## REGION 7



**Name: Ian Matthews**  
**Region: 7, South Wales**  
**Company: Lynwood Garage**  
**Email Address:**  
[lynwoodgarage@yahoo.co.uk](mailto:lynwoodgarage@yahoo.co.uk)

## REGION 9



**Name: Craig Alexander**  
**Region: 9, Eastern**  
**Company: Norfolk Recovery**  
**Email Address:**  
[craig@norfolkrecovery.com](mailto:craig@norfolkrecovery.com)

## REGION 15



**Name: Derek Beahan**  
**Region: 15, Republic of Ireland**  
**Company: Derek Beahan Ltd**  
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[info@derekbeahanrecovery.ie](mailto:info@derekbeahanrecovery.ie)

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