



# AVRO

## NEWS

### 10,000 MILE RALLY

IN AID OF AVRO BENEVOLENT FUND



AWARENESS ABOUT RESCUE AND RECOVERY OPERATORS WORKING AT THE ROADSIDE

NEW MEMBER PROFILE

CLEANEST LORRIES TO BENEFIT FROM CUT IN HGV LEVY

CHANGES IN EMPLOYMENT LAW

PENSIONER

PLOUGHS

PORSCHE

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# Welcome

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Electric vans on the up-rise



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Is your broadband preventing your business being up to speed.

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*"Some countries were great, some not so"*

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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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# Cleanest lorries to benefit from cut in HGV levy



## Cleanest lorries to benefit from cut in HGV levy:

Haulage firms will pay less under the HGV levy for using cleaner lorries from next year, while those operating lorries that do not meet the latest emissions standards will be expected to pay more. This will encourage hauliers to use less polluting vehicles and help improve air quality.



pay 20% more.

### Roads Minister Jesse Norman said:

"This government is committed to improving the air we breathe and delivering a green revolution in transport. Heavy goods vehicles account for around a fifth of harmful nitrogen oxide emissions from road transport, but they only travel 5% of the total miles. That's why we're changing the HGV levy to encourage firms to phase out the most polluting lorries and bring in the cleanest ones."

The HGV levy is just one element of the Government's £3.5 billion programme to clean up the air and reduce emissions, which includes £255 million for councils to improve air quality and a dedicated Clean Air Fund of £220 million for those local areas with the biggest air quality challenges.

When the change comes into effect, more than half of UK vehicles will pay less. As increasing numbers of companies move to cleaner lorries, the UK haulage industry overall will pay less.

### Environment Minister Thérèse Coffey said:

"Air pollution has improved significantly since 2010, but we recognise there is more to do which is why we have put in place a £3.5 billion plan to improve air quality and reduce harmful emissions. Poor air quality affects public health, the economy, and the environment, and all motorists, including hauliers, must play their part if we are to clean up our air for the next generation."

Find out more details about the Department for Transport's announcement:

<https://www.gov.uk/government/news/cleanest-lorries-will-pay-less-to-use-uk-roads>

 Driver & Vehicle Standards Agency





# MOT CHANGES IN MAY TO IMPROVE AIR QUALITY AND ROAD SAFETY, SAYS DVSA

## MOT changes coming in May

New, tougher, defect categories – defects will be classed as dangerous, major and minor to protect people from unsafe vehicles.

Tighter limits for smoke on diesel vehicles to help improve air quality. New checks, including: Reversing lights on vehicles first used from September 2009.

Daytime running lights on vehicles first used from March 2018 front fog lights on vehicles first used from March 2018. Emission control equipment to fluid leaks posing an environmental risk. The MOT failure documents and certificate will be clearer and show the new defect categories.

Vehicles which are more than 40 years old and have not been substantially changed will be exempt from the MOT test. Significant changes to the MOT are to come into force from 20 May, with hopes to improve air quality and make our roads even safer. The changes come nearly **60 years** after the MOT test was introduced.

## DVSA chief executive, Gareth Llewellyn said:

“These changes to the MOT test will help make sure vehicles are safer and cleaner. I’d urge all motorists to familiarise themselves with the new items that will be included in the test so that they can avoid their vehicle failing its MOT. To be safe and responsible motorists should also carry out simple vehicle checks all year round.”

If a vehicle defect is categorised as dangerous or major it will fail its MOT. If a defect is identified as being dangerous, the vehicle should not be driven away from the MOT testing station.

## Strict DPF rules:

There will also be stricter rules on emissions from diesel vehicles fitted with a diesel particulate filter (DPF). Diesel cars will automatically fail their MOT if there’s any smoke coming from the exhaust, if the DPF has been removed or there is evidence it has been tampered with.

If legitimate work has been carried out on the DPF, the tester will need to see proof of that, like a receipt from the garage that

did the work. Each year around 30 million MOTs are carried out in Great Britain.

With 28 per cent of cars turning up late for test, DVSA also provides a free service for drivers to receive MOT reminders by text message or email four weeks before their car’s MOT is due. Over 600,000 drivers have signed up for the service since it launched in November 2017.

Article in courtesy of Garage Wire



The changes will see stricter rules on emissions from diesel vehicles fitted with a DPF. Image: Bigstock.



www.commercialfleet.org Image: PC Turner.

## Pensioner ploughs Porsche through Colchester car park wall

### Driver reported for careless driving and offered a fitness to drive course

Pensioner ploughs Porsche through Colchester car park wall. Fortunately nobody was hurt in the freak accident.

A 73-year-old man crashed through the wall of a subway car park and on to a pedestrian footpath in Colchester on 5 April, reports the East Anglian Daily Times. Fortunately, nobody was injured as a result of the incident but the driver was reported for careless driving.

Lexden Road resident, **Nicole Rose, commented:**

“I was just going into town with

my friend when I said, ‘that looks like the back end of a car’. Police had cordoned off the area but there was no ambulance or fire service there, just a lot of men working out how they were going to move it.

My friend arrived at my house about 6.20pm and we left and went past it at 7.05pm so it must have happened between then.

Thankfully neither the driver or anyone else was injured. The driver will be offered a fitness to drive course and the DVLA notified.

If you recovered this vehicle then please let us know, we would love to hear from you.

Email [jazzy@avrouk.com](mailto:jazzy@avrouk.com)

# GOVERNMENT IS CHANGING LICENCE LAWS TO PROMOTE ELECTRIC VANS

Allowing drivers to operate heavier vans will enable more companies to use alternative fuels.

The government has changed the law surrounding driving licences in a bid to improve the uptake of alternatively-fuelled vans.

A law is set to be passed allowing drivers with standard 'Category B' driving licences to drive heavier vehicles than is currently permitted, providing those vehicles use hydrogen, hybrid or electric power-trains.

At present the standard 'Category B' driving licence only allows holders to drive vehicles weighing 3,500kg, but this is set to increase to 4,250kg for alternatively-fuelled vans. According to the Department for Transport (DfT), the law change is necessary because these vehicles often have higher kerb weights than their conventionally fuelled counterparts, which effectively limits their payload.

By giving drivers an extra 750kg of weight to use with a hybrid or electric van, though, the DfT says it is removing the 'payload penalty' of these vans, and the government hopes it will encourage fleet operators to use more low-emission vehicles. In response to the proposal, a government statement read: 'Due to the positive response to this consultation and interest amongst operators, the Government intends to proceed with implementing this policy.'

'It is intended this approach will increase access to cleaner alternatively-fuelled



vehicles for operators, without incurring a commercial penalty through constrained payload. This step will help us meet our greenhouse gas emissions and air quality targets as set out in the Climate Change Act 2008 and Air Quality Regulations 2010.'

The new measures were welcomed by the Freight Transport Association (FTA), which represents transport companies. The organisation's environment policy manager, Becki Kite, said the change would encourage more firms to consider the move to alternatively-fuelled vehicles. 'The FTA is

delighted the government has listened to the logistics industry and taken this positive step to make it easier for transport and freight companies to operate electric vehicles.

'The heavier weights of these vehicles mean they have often been inaccessible for van operators who do not have an operator licence or the appropriately trained drivers. This [legislation] will make it cheaper and easier for firms to include alternatively-powered vehicles in their fleets.'

<https://www.msn.com/en-gb/cars/news/government-changes-licence-laws-to-promote-electric-vans/ar-AAvus4A?ocid=se>

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## STGO NOTE

Please note that recovery operators are breaking the law if they recover a fully loaded artic past a place of safety or the nearest place of repair. The problem is that anything over a gross weight of 44 tonnes is moved under S.T.G.O. regs and a 48 hour notice is required, in other words the gross of the recovery vehicle and casualty vehicle would be greater than 44 tones if the vehicle is fully laden. They will be stopped by VOSA and charged, as will whoever sanctions such a move. Sadly a number of operators, whilst they are aware, try to forget it and carry out the job to please their customer. Any artic that is only partly loaded with the gross weight including the recovery unit is under 44 tonnes is OK.



# Bringing awareness about rescue and recovery operators working at the roadside by Paul Anstee

Since June 2016 I took it upon myself to work towards bringing awareness about rescue and recovery operators working at the roadside, as we are the least unprotected, and work in the most dangerous jobs in the motor industry. The journey has had its ups and downs, trying to get the message out to get support, with education to the public about the VRO's working out on the road through social media to Slow Down or Move over Safely.

The people that have been helping develop the campaign have been amazing. It took three months in development to get the sign right - thank you to Andrew Eade from Highways England, Ben

Johnson of Call Assist for the use of his marketing department to develop the sign, The IVR, AVRO, RRRRA, Professional Recovery Magazine and the leaders of the organisations in industry who all have supported it, the AA's part of working with the DVSA and the Highway Code. I was also able to meet a very influential person, Mr Tom Luciano in December last year who gave me amazing advice on the work done in the USA.

I was humbled this year to receive a letter of recognition through LV Britannia Rescue from Martin Milliner the Director of GI Clames for the work I have been doing for nearly two years, which I share

with the people that have supported the campaign.

For the near future of development I hope we can get work done towards best practice for working roadside through the SURVIVE Group and ERRI. Getting awareness to the VRO through training bodies, working to get best practice to the members of the public when they have a broken down vehicle at the side of the road, when they see a broken down vehicle for them to know what to do as they are approaching it and the same on what to do when they see a Rescue and Recovery Operator working.

Looking at how to bring more ways in helping the

industries charity RISC, with the work on education to help to reduce the risk to loss of life or injury to VRO's, and again developing it towards updating the training to the modern roads, as our roads are getting more busy and the vehicles having more challenging mechanical / electrical faults to rescue or recover the vehicles safely as possible. We can do it as an industry as a whole for all.



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# Jeremy Clarkson breaks down in South East London

“He seemed very calm but he did look a bit embarrassed”



Jeremy Clarkson has been pictured standing beside a Citroen with its bonnet up, to the amusement of passers by.

The new Citroen is thought to be a press vehicle and it's not known what the cause of the breakdown was.

Onlookers said Clarkson saw the funny side but seemed embarrassed by the situation, according to The Sun.

One onlooker said: “He was talking to two people on the street. There were two RAC people checking his car. He seemed very calm but he did look a bit embarrassed when he saw me taking pictures.”

Article courtesy of Garage Wire

Article courtesy of Garage Wire

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# M23 Junctions 8 to 10 Smart Motorway Project



## M23 Junctions 8 to 10 Smart Motorway Project

I am writing on behalf of Highways England to inform you of a major project that will be taking place on the M23 motorway, near Gatwick Airport, between junctions 8 Merstham and 10 Copthorne, to convert this section into a smart motorway.

Smart motorways reduce congestion and improve journey time reliability by making the hard shoulder available as a traffic lane, and use variable speed limits to smooth traffic flow. They also add much needed capacity to some of the most congested parts of our network and support economic growth. This work will be carried out by Kier on behalf of Highways England.

### When will works begin?

Initial CCTV works will commence on Monday 23 April which will be followed by the installation of narrow lanes on Monday 18 June to allow a safe working space for our road workers. We use narrow lanes so that we can keep the same number of lanes open when we carry out improvement work, while also allowing additional space at the side of the motorway to provide a safer working environment.

### How will this project affect traffic?

During construction, we will be maintaining three narrow lanes, with reduced speeds of 50mph for safety. Both lane closures and full closures overnight will be necessary during construction. Full closures will take place between 10pm and 5am and will involve clearly signed diversions. All closures will be subject to change and weather dependent.

All closure information will be advertised on the Highways England project webpage <http://roads.highways.gov.uk/projects/m23-junctions-8-to-10-smart-motorway/> and Traffic England <http://www.trafficengland.com/> throughout the project.

### How will this project affect me?

Construction will inevitably have some impact on the local community, businesses and road users, for example construction noise and



vibration or increased traffic on diversion routes. We will work closely with local authorities and local communities to identify any specific issues and implement measures to address them wherever possible.

The smart motorway design reduces the environmental impact of increasing capacity because additional land is not required, they are also 60% more cost effective compared to traditional widening schemes.

Working on Behalf of  
Balfour Beatty Civil Engineering Limited  
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Nanterre under no. 343 088 134, (hereinafter "VCGP").

Kier has arranged a series of 'Meet the Contractor' events within the local area from mid to late April. These events are listed on the attached M23 J8-10 Smart Motorway Booklet as Public Information Exhibitions. Local residents and businesses will also receive the information confirming the events.

### How long will the works take?

Construction for this scheme commenced in March 2018 and following initial CCTV works on 23 April, narrow lanes and traffic management will take place from 18 June 2018. This scheme is expected to be completed in March 2020.

If you have any **questions** about this project, please contact the project team  
M23J8\_10Smart@highwaysengland.co.uk, alternatively you can write to Highways England

You can also find further information about the smart motorway project on our website at <http://roads.highways.gov.uk/projects/m23-junctions-8-to-10-smart-motorway/> where you can sign up for updates.

Salman Asad  
Project Manager

# Changes in Employment Law

## Changes in the Employment Law as soon as May 2018

### CHANGES MADE AND CONTINUING

6 April saw the new financial year, new goals and new challenges for your business. In addition to the traditional rainfall, April also brings with it a number of changes in Employment Law. This gives us a good opportunity to remind you of a few of the changes that have happened recently or are coming soon.

1 April 2018 saw the customary increase in the National Minimum Wage and National Living Wage. For workers aged 25 and over, the National Living Wage rose from £7.50 per hour to £7.83 per hour. Workers aged 21 to 24 saw an hourly pay increase from £7.05 to £7.38. For those with younger workers, 18 to 21 year olds' pay increased from £5.60 per hour to £5.90 per hour; and under 18's pay increased from £4.05 per hour to £4.20. The rate for apprentices increased from £3.50 per hour to £3.70. It is a legal requirement to pay National Minimum/Living Wage and a failure to do so can lead to hefty fines and claims from workers in the employment tribunal.

As of the 6 April 2018, "family friendly" payments will increase. The weekly rate for Statutory maternity, parental, adoption and shared parental pay will increase from £140.98 per week to £145.18.

The rate of Statutory Sick Pay (SSP) will also increase in April 2018 from £89.35 per week to £92.05 per week. However, the lower earnings threshold for eligibility will rise from £113 to £116. The Government proposes to make changes to taxation of contractual and non-contractual payment in lieu of notice (PILON) clauses.

#### The proposals include:

- Removing distinction between contractual and non-contractual PILON clauses so that all PILON clauses are taxable and subject to National Insurance Contributions (NIC).
- Maintaining the first £30,000 of termination payment being exempt from income tax.
- Keeping any payment solely related to the termination of employment free from employee NICs.
- Aligning the rules so that employer NICs will be payable on payments above £30,000 (they are currently only subject to income tax).



The proposal in relation to employer NIC contributions on termination payments has been delayed until April 2019, but the remaining changes are expected to come in during April 2018 as planned.

25 May 2018 will see the introduction of The General Data Protection Regulation (GDPR) which will apply to all EU member states including the UK. We will be running separate training on GDPR, but the crux of the Regulation is that it strengthens existing data protection rules and increases the possible sanction for breaches, including a possible maximum fine of €20m or 4% of global turnover – whichever is the highest! In due course, the Government will introduce new domestic legislation which will replace the Data Protection Act 1998 but will be read alongside the GDPR.

In October 2018, the employer-backed childcare voucher scheme will be scrapped and replaced with a new system of tax-free childcare, entitling families to claim up to £2000 per child. This was initially due to take place on 5 April 2018 but has been delayed until October.

Later this year we also expect to see draft legislation relating to CEO/worker pay gap reporting and Parental Bereavement leave and pay. Under the Bill which is currently progressing through Parliament, employees who lose a child under the age of 18 will be entitled to two weeks leave, paid at the statutory rate if they have 26 weeks' service.

Currently, employees are entitled to take a reasonable amount of unpaid time off to deal with an emergency involving a dependant, including dealing with the death of a dependant. The Government is aiming for the new law to be in force in 2020.

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Supporting The Vehicle Recovery Industry



# Don't be fooled by digital applications - Operator's licence applications moving online from 1 April 2018

**BACKHOUSE JONES**  
solicitors

However, they will still be available through the Contact Centre for operators who don't have access to the digital services though.

The important role of the Traffic Commissioners acting as gatekeeper to those who run vehicles will not change, however, how operators do some things must.

Backhouse Jones has a team dedicated to managing clients' Operator's Licences and most of this is done digitally. This team provides a specialist service whereby they take the stress out of dealing with the administration of operator's licences by doing this for operators. Services provided include making new applications and variations, managing the application process and liaising with Central Licensing Unit in relation to any queries and additional information.

If you would like to chat through how these changes will affect you or need help registering for VOL, please contact Scott Bell or a member of the regulatory team on 01254 828300.

## More things to moving online

Previously, we have written about how more and more things are moving online for operators. From 1 April 2018, this will apply to paper application forms relating to your operator's licence. Operators won't be able to download on GOV.UK and the Office of the Traffic Commissioner have released some information on why this is.

When the new Vehicle Operator Licensing (VOL) Service launched in 2016, it gave operators the chance to do more online. GOV.UK Verify which allowed operators to sign an application digitally for the first time for example. However, operators are being positively encouraged to do more and more online and by 2019, the whole system will be paperless. If you are trying to get some extra vehicles on your licence or pay your continuation fees, not only is it easier, but it can be more advantageous to do this online.



For compliant operators, doing things online means their matters will be dealt with quicker. The average processing time for online goods and PSV major applications is currently 6 weeks. Paper applications take nearly 9 weeks.

The Office of the Traffic Commissioner have carried out research on why operators are still using paper applications when most other areas of their business

are in fact run digitally. Broadly, they have concluded most people do this simply because they always have. However, it is felt it is more advantageous for operators to do this online and that this is how the best service will be provided.

That's why, from 1 April 2018 operators won't be able to download the paper forms from GOV.UK and will need to register for VOL.

# Is Your Broadband Preventing Your Business Being Up To Speed?



Article Courtesy by InReach

## Are you having problems with your broadband?

The days of relying on an internet connection solely to view websites and send emails have long gone. The reality is that most businesses (like yourself) will actually be streaming video traffic, hosting unified communication and voice applications, conducting daily server back-ups and accessing a number of cloud-based services on a daily basis.

If you're doing all of this on a connection which is slow and has a realistic fix time of two or more days when an error occurs then your broadband service is no longer the right choice for your changing business requirements. If this sounds all too familiar, how can you really be sure that your current internet package is providing your business with the speeds, reliability and features it requires?

Ethernet connectivity from InReach Communications is prioritised to carry voice calls while providing businesses with a robust data service, monitored 24/7 by a UK-based support team. This means you can take advantage of fast, business-grade connectivity with the ability to run a high-quality, low-cost hosted telephony service over the top. Even better, all of our Ethernet products are backed off by an eight hour fix time.

You know it's time to move from broadband to Ethernet when:

- Your broadband is struggling to cope with the increase in users on the network
- You're having to wait days for support - and more importantly a fix - when an error occurs
- You're receiving continually poor (and often slow) service

Want to find out more? Call us to

discuss your connectivity options on 0300 303 3361 or email us at [contact@inreachcomms.co.uk](mailto:contact@inreachcomms.co.uk) Quote your AVRO membership number to receive special rates.



# DAF New XF 530 FAS heavy recovery unit for fast-growing RD Avery

- High spec New XF 6x2 rigid offers up to 90 tonne trainweight for heavy recovery work
- £¼ m investment in New XF with Boniface body and latest under-lift equipment
- Introduction of new clean air zones reinforced need for latest Euro 6 spec
- Recovery division fleet of RD Avery continues to grow as business booms

Strong business growth, which has seen the operator double its turnover in the last three years, has seen RD Avery invest around £¼ m in a DAF New XF 530 FAS recovery unit. The Super Space cab of the rear lift 6x2 includes a host of driver safety and comfort features, while its Boniface body and the latest Mk.6 'K-Boom' lifting equipment make it one of the most sophisticated recovery units in the UK.

RD Avery specified the 16-speed TraXon automated gearbox and hub-reduction drive axle allowing the vehicle to run at up to 90 tonnes trainweight. "A lot of the spec in cab terms, and even the TraXon box, was aimed at driver comfort and safety," said Stewart Lee, RD Avery's Head of Recovery, "while the TraXon box also offered great fuel economy potential alongside the latest MX-13 530bhp engine. We are extremely busy and, even though we are currently based between Southampton and Salisbury, we get work that takes us all over the UK and abroad."

The New XF was specified with heated leather seats for both driver and co-driver, LED headlights, a leather finished steering wheel and door trims, driver's airbag and a fridge, among other options from the manufacturer's Exclusive Line package.

Based so close to the south coast with its major petrochemical operations, RD Avery has fully trained ADR technicians and also had the New XF fitted with a master switch that allows instant isolation of the vehicle's electrical system.

Stewart Lee attended the CV Show in 2017 at the invitation of local DAF Dealer Adams Morey to look at the New XF cab and talk with his preferred bodybuilder, Boniface. "I went along with Ray Avery, who founded the original business with his wife Sue back in 1983, and we were impressed by the look and quality of the New XF. The Boniface team told us it was one of the best chassis on the road for what we wanted to do, and, as they are probably the premier recovery system



builders in the business, we placed the order there and then. A key part of this investment in the latest truck technology was the growing amount of work we are asked to undertake in London, and now even Southampton is planning its own clean air zone."

Though buying new trucks for the lighter end of operations, over the years the operator had a strategy of investing in high-

Above: Images of the new XF 530





**Above: The new XF completing a recovery**

**Below: The finish of the truck is to a very high standard, improving the recovery industry**

quality used chassis to get the heavy recovery specs it wanted, including ex-MOD vehicles, with each addition to the fleet then fitted with new bodies and recovery equipment. The New DAF XF is the first all-new heavy recovery truck on the fleet, which today numbers some 20 vehicles, among them four units with under-lifts, three with cranes and a number of lighter trucks for recovery of such things as ambulances and other authority vehicles.



“ 16-speed TraXon automated gearbox and hub-reduction drive axle ”

Cassie Salisbury, daughter of founders Ray and Sue Avery, and now the company's managing director, said, “We have a terrific team in place on our recovery business, and ongoing investment and active promotion of our services has seen us go from strength to strength in recent years. Part of our expansion plans now include looking at options to our current operating base, to give us greater space and put us even closer to the main road infrastructure from out of the Southampton area.” The operator already runs a full workshop facility to maintain its own fleet and offer repair and maintenance to vehicles being brought in from recovery, as well as general services for local transport operator.

Local dealer support was singled out as being important in the decision-making process. Said Stewart Lee, “Over the years we have had a good relationship with Adams Morey, often working on their behalf to recover vehicles. We get top levels of support and that is vital in our business. Right now, for instance, while we have the standard two-year R&M package on the New XF, we are talking through the cost and benefits of significantly extending that, and Adams Morey is working closely with us to ensure we get the maths right. We worked the same way together on the acquisition itself; it's a relationship that helps us get accurate answers to the important questions.”

# AVRO 10,000 MILE RALLY 2018

To raise money for AVRO's Benevolent Fund this year a team of 5 very brave men took on a 10,000 mile rally starting in Dublin on 18th March and returning 16 days later on 3rd April.

The vehicles they drove were 2 Bongo's and were most certainly not fit for purpose!!

The 5 that took part were: Eamon Kelly, Alan Sherwood, Dermot Roe, Jim O'Sullivan and Eric Crinnions.

This run was nothing like they had ever done before, they had no babysitters or support teams out with them. They were all on their own with no fixed route or plans made on their travels.

Below are some snippets from their journey:

22nd March they reached Hungary/Serbia/Bulgaria hitting black ice, wind and snow to hamper their travels.

23rd March – Turkey/Bulgaria with 2 breakdowns, Bongo wheel clamped and heavy snow.

24th March – 4 hours spent at the border, bongo damaged and 876km covered during heavy rain.

A challenge was completed by Dermot with him sitting on top of the Bongo roof in his underwear eating fried chicken which raised another 250 Euros for the AVRO Benevolent Fund – well done Dermot!

25th March – Turkey/Georgia - Massive queues that took 6 hours to get to the border but managed to get the Bongo fixed.

26th/27th March – Georgia/Russia

28th March – Russia, the toughest day so far with 13 checkpoints to go through, were

stopped at 6 of them having to bribe them all with whiskey, cigarettes and money – hope none of them drink the next bottle of whiskey they give!

29th March – Russia with snow and potholes, still going strong but not going to make Moscow as still 470kms away, there is very little heat in Bongo number 1 and it is -8° outside. There have been 3 breakdowns today, but all seems to be OK for the moment. Very happy as managed to cover 954kms in trying conditions.

30th March – Red Square, Russia spent sightseeing but -12° and the antifreeze freezes!!

31st March – Russia / Latvia – Head gasket has now gone, no fuel gauge, no heater, no temperature gauges and leaking diesel and water, there is cream in the radiator and the steering has a little shake in it but other than that they are still going strong. Having to stop every 50kms to clean the gunge out of the radiator and fill with water. Have to make the Latvia border which is 150kms away with the 2 Bongos or can't leave Russia. Bongo 1 can then be dumped once they get back to Europe. Still snowing!

UPDATE!! Bongo number 1 in Latvia – Bongo number 2 is in Customs with them getting big fines for being smugglers haha!!! Bongo number 1 has given up, had to book into a Hotel in Latvia. They have a head gasket with them but think it has gone too far. Bongo number 2 now overloaded with all the stuff from Bongo 1 and Eric's fags, need to lose weight in the morning and all go in Bongo 2, the engine has got a bit of a knock and won't tick over and is leaking diesel. It stinks of fag smoke and has only half a bumper but should be OK!!!!

1st April – Russia/Poland/Latvia/Lithuania – Bongo number 1

has just passed away in the town of Ozolaine in Latvia, rest easy Bongo one.

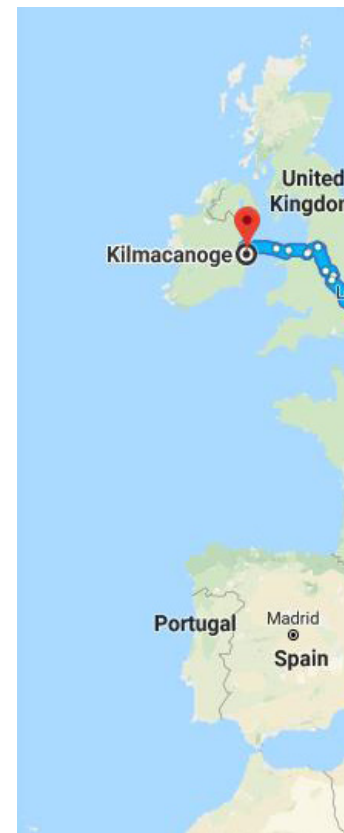
2nd April – France/Belgium/Poland – Back on track after a little set back with an oil light on. 1223kms to Calais with everyone now in a very overloaded Bongo number 2!!!

Great day of travelling which started out bad with the oil light but managed to cover 1498kms, booked on the Euro tunnel for 9.20 French time and land in the UK at 8.55 to travel around the M25, up the M40, the M6, M56 and A55 to Holyhead for the boat home.

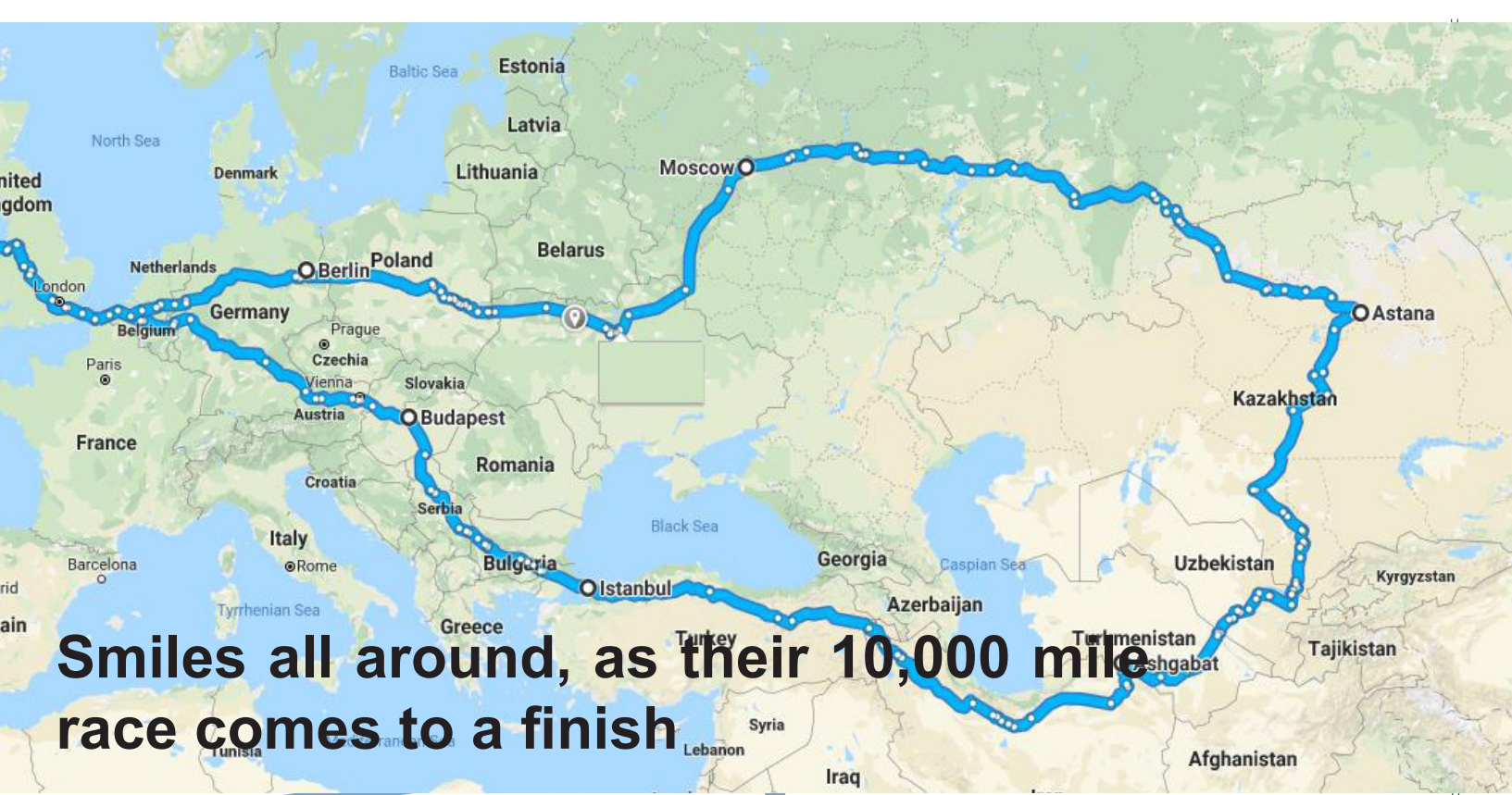
3rd April – The boys are back and the 10,000 mile round trip is nearly over.

They all gave up their time to carry out this challenge in order to help others in our industry.

A huge well done to all who took part in this fantastic achievement!!







# Smiles all around, as their 10,000 mile race comes to a finish



MTS RUS 3G 21:48 Personal Hotspot: 1 Connection 100%

**Pishchulinskiy**  
Mostly Clear  
**-8°**

Thu TODAY	-2			
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☾	☾	☾	☾	☾
-15°	-16°	-16°	-16°	-16°
Fri	☀	-2		
Sat	❄	2		

They carried on in the coldest weather conditions!

MTS RUS 3G 22:57 Personal Hotspot: 1 Connection 100%

**Turdeyskoye**  
Clear  
**-12°**

Thu TODAY	-2	-17			
Now	23	00	01	02	03
☾	☾	☾	☾	☾	☾
-12°	-12°	-13°	-14°	-14°	-15
Fri	☀	-2	-5		
Sat	❄	2	1		



DUBLIN, IRELAND

"I had a trip of a lifetime with 4 lads who I got to know with over 14000 k done and over 18 countries, what a trip.

I would like to say many thanks to Eamon, Jim 007 Dermot and Eric the singer, for putting up with me. Some countries were great, some not so and what could you say about police states, lots of story's about that with hours and hours queueing at boarders etc. Anyway we made it! Thank you to all of you who were involved and many thanks to my wife and family for the time I have been away and keeping the office going."

*Alan Sherwood*





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Donations can still be made to the AVRO Benevolent Fund. Please contact the AVRO office or Eamon Kelly for further details.

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"Well done to everyone that took part!"



*Vehicle Recovery Specialists*



# Member Letter to Mayor of London

## On Consultation over introduction of ULEZ and Direct Vision Standards.

Jeffrey Johns of Boleyn Recovery sent the following letter to the Mayor of London in February 2018 on behalf of his Company:

The letter and response has been printed with the permission of Mr Johns:

### REF: Consultations over introduction of ULEZ and direct vision standards

As a small recovery operator in Barking (around thirteen trucks), any changes in HGV standards greatly affect our business operation.

We currently have a mixed fleet of vehicles with the majority being slidebed recovery trucks and three heavy recovery vehicles. These vehicles are specialist vehicles which although starting from a normal HGV chassis have been completely rebuilt to incorporate all the recovery attachments such as cranes, underlift etc. This puts the prices for such vehicles anywhere between £120,000 and £250,000, and with the small profit margin available in the recovery industry this limits the amount of money available for fleet replacement. A regular haulage operator will usually utilise their vehicles for between 8 to 16 hrs per day depending on how many drivers they have on shifts, and their vehicle cost less than a large recovery truck. Whereas a heavy recovery truck, due to the nature of recovery, may only attend a couple of breakdowns during the day and so have a low utilisation. This means that recovery operators have to pay more for their trucks and have a limited amount of utilisation. So, any investment in new vehicles must need serious consideration before committing

and a company like ours will usually have a fleet replacement plan as part of its budget planning to ensure the fleet is rotated.

However, with the introduction of the new ULEZ and direct vision standards, I feel we are being unfairly pressured to invest in new trucks by Transport for London (TfL) when others are exempt. We have contacted all the major suppliers of after-market exhaust filter kits and none of them currently have a completed design for upgrading 'normal' HGV's. Their priority has been to design systems for the bus fleet in London, which they have now designed, and their next priority is to design systems for coaches. They therefore have no set date (or indeed price) for the completion of any design for heavy goods vehicles and so the only option is to look at replacing vehicles in order to have Euro 6 standard vehicles. However, with an average wait time over one whole year for the design and build of a new recovery truck this is also unrealistic, especially as all recovery firms who operate in London will also be looking to procure new vehicles and so this waiting time is likely to be even longer.

In my opinion the decision to move forward with the new emissions standards has been rushed and there has been an unfair advantage by Transport for London who have had their systems designed first in order to have their vehicles ready before anyone else. This has caused a log jam in the design of compatible systems and now companies like ourselves are being given unrealistic timescales when there are currently no aftermarket exhaust filtration systems available as

the main priority has been to sort out the public transport vehicles.

I feel that, due to the specialist nature of recovery vehicles, and the constraints put on the industry by the number of suppliers who convert and build these vehicles, that recovery vehicles should also be granted an exemption or extension from the new ULEZ standards. Companies like ours provide an essential service that keeps London's traffic flowing, and unlike other areas of the country, London is already hard to operate in due to the congestion and so recovery charges are higher due to the length of time it may take to drive to a casualty. If we were then required to pay several hundred pounds a day in order to still be able to operate in London this cost would have to be passed on to the customer which would dramatically raise recovery charges in the area. If specialist vehicles such as

showman's vehicles have been granted an extension then, surely any other vehicle that must be specially built such as a recovery truck should also be granted an extension? This would then allow enough lead time to have new trucks manufactured and hopefully also allow enough time for the exhaust manufacturers to also complete designs for new filtration systems to be fitted to non-Euro 6 vehicles.

I realise that other HGV operators have probably already written to you, however, as a recovery operator we do not use standard vehicles and any new designs come at a premium and take a long time to produce and so I feel that we in the recovery industry should be given extra consideration in any planning. This also brings me onto the second reason I am writing to you and this is the improvement of road safety in London by introducing the direct vision initiative.





Currently all heavy recovery vehicles are based on tradition truck chassis designs (most are Arctic tractor units extended and converted with a bespoke recovery body). This means they are high vehicles with the driver's cab being some of the highest on the roads. Boleyn however is looking into the possibility of getting a new type of recovery tuck designed using the Mercedes Econic chassis.

This is the same cab as used on most refuse vehicles which gives greater all-round vision and places the driver a lot closer to the ground therefore eliminating blind spots. This would be a first in the recovery industry and could become the new standard for recovery vehicles. However, this would

mean it would have to be a complete new design and we have already spoken to some of the major designers for recovery trucks, and due to the fact that it would need to be designed from the ground up (as existing recovery designs would not fit these chassis) then prices would be increased compared to traditional designs. They have said that once the design has been done the costs would reduce and if other recovery operators also took to the new design then they would start to reduce further. This would be a major step for safety in the inner-city recovery world but is a large financial commitment for a firm such as ours. I have enquired if grants are available to assist and have been told that no such assistance currently exists.

As the major push with TfL is within improving safety for all road users in London, are there any plans for investing in the design of new safety standards for vehicles and if so how would a company such as ourselves apply to such assistance? I see this as an opportunity for London to be seen as leading the way to safety within the industry and if we can get assistance with designing such a vehicle, London would be able to say they led the way setting the standards for all other cities to follow. With the current consultations going on for both the ULEZ and the direct vision standards, all I can ask is that consideration goes into the recovery industry and the fact that we do have different requirements to standard heavy vehicle operators. We are not asking for a 100% exemption from any standards, just a common-sense approach that will allow enough time for changes to take place, especially with the time constraints for new vehicle production due to the specialised nature of the vehicles. Without our service, the city of London would suffer immeasurably and if the current plans do not change then there will be severe implications on the ability of recovery operators to work within

London. This would only add to the already high level of congestion within the city and would not be good for the day to day operation of London.  
Yours sincerely  
Jeffrey Johns  
Compliance Manager  
Boleyn Recovery & Fleet Services Ltd

**N.B. Since this letter Mr Johns has received a response back stating:**  
"Thank you for taking the time to write to us and providing your feedback on our proposals for a Direct Vision Standard and changes to the Ultra Low Emission Zone.

The consultation period for both of these consultations has now closed. However, rest assured that we will consider representations from the vehicle recovery sector as part of the consultation process.

We are currently considering all feedback provided to both consultations and plan to report our findings later this year."

## Group PA cover – the business benefits

The reality is rather different. Some firms do buy Group Personal Accident (Group PA) cover because it helps to attract and retain key staff. Others recognise that as a payment under a Group PA policy has nothing to do with negligence, staff that are injured can receive a payment very quickly. That can mean an employee won't necessarily pursue an Employers' Liability (EL) claim as they have already received some money. And, if the frequency and severity of EL claims can be reduced, that may help control the cost of EL insurance.

Employers also need to think carefully about the potential costs of having staff off work because of accidents incurred either at work or outside

of work. If the employer arranges the cover so that benefits are payable to the firm, then the firm can choose what to do with the benefits. That means it can use weekly benefits to help towards the cost of staff recruitment, paying temporary staff, and paying statutory sick pay. Or it may choose to pass on the benefits to the member of staff concerned, particularly lump sum 'capital' benefits that may for example help an employee who has been disabled to suitably modify their home, or to be re-trained in another more suitable field.

Obviously, if PA cover is arranged as part of a formal employee benefit package, or to help reduce the cost of EL claims, then the benefits

will be paid directly to, or passed on to, the employee concerned.

Those firms that already buy Group Personal Accident cover (to which Sickness cover is often added too) are likely to already recognise the business benefits of arranging such cover. Those not yet buying this type of cover may find that arranging Group PA cover is not just another expense, but a genuine benefit to them, as well as to their staff. Whether you need help with arranging Group Personal



Accident cover, or a complete motor trade insurance quote, Towergate can help. To find out more, call Towergate Insurance today:

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# New changes to MOT plating test

## AVRO'S Views

Please note these are currently only our views on the information we have been provided with after providing scenarios for DVSA to consider, the headline paragraphs below are extracts from responses from DVSA to our questions.

The important note is that if your heavy falls into the exemption or roadworthiness category then you should surrender the road fund licence then re tax for 12 months while we continue to find some common ground to have all the vehicles, hopefully roadworthiness tested and or plated to allow us to provide a service without resorting to restrictive STGO regulations for all of our fleets.

The impending changes where a road recovery vehicle can no longer be declared exempt are extremely complicated and AVRO along with others have been in communication with DVSA in an attempt to create order out of disarray.

Many converted underlifts in the past have been declined a plating test to receive a VTG5 and have been forced down the Roadworthiness route achieving a hand written certificate.

A tractor unit or rigid that has been converted to a heavy underlift that has an extra axle added and no new official manufacturers plate added will have to have some form of certification from an authorised converter of chassis conversions to enable the truck to be registered with DVSA and undertake a plating test.

A manufacturers supplied chassis with an applicable plate and with heavy recovery equipment installed should satisfy DVSA for a plating test

however it is not yet ironed out that if you have a ballasted front axle on your heavy which puts it into design weights category during its journey to a casualty vehicle before being deployed for under lift duties may not be allowed under plating test conditions on a roller brake tester and may well come under STGO.

Any kerbside weight of a heavy which exceeds the UK weights for the axle configuration technically becomes STGO , 3 axle = 26 ton, 4 axle = 32ton, for vehicles below the GVW for testing purposes your heavy needs to have a kerbside weight of at least 60% of its gross weight to ensure sufficient weight on each axle to carry out a roller brake test.

We have managed to negotiate a discount from agencies who would be prepared to investigate the options for using the test results from previous goods vehicle conversions to issue certification that should satisfy DVSA

### **Please see responses from DVSA:**

RRV = Road recovery vehicle Vehicles used as an RRV under STGO and claiming the P & T exemption would only be able to use those vehicles if when carrying out recovery work they had to go above C&U weights and dimensions and/ or Authorised Weights Regulations limits and therefore could not comply with the detail of that legislation. Accordingly if a light vehicle, say a solo tractor unit or light rigid were the casualty then an exempt RRV could not recover it."

Heavy underlifts For the purpose of Plating and

Testing, as we explained in our meeting, our main concern is the vehicle's braking system compliance with Construction and Use Regulation 15 Brakes. We have now finalised the list of information we need and I have attached it here.

There are a number of vehicle conversion specialist and consultants who have been providing this type of brake data for converted goods vehicles for thirty years. We have compiled a lot of this information into 'Case Histories' for converters to use with repeat conversions. I enclose a list of these consultancies.

My suggestion is that before embarking on testing is that you check with the consultancies on the list to see if they can match converted breakdown vehicles to converted goods vehicle 'Case Histories' that they already hold. If they can match converted breakdown vehicles to a previously converted goods vehicle 'Case History' it would be more economic than carrying out the whole suite of tests from scratch. Obviously due to the costs of testing that has been carried out the 'Case Histories' are Commercial in Confidence but for a fee the consultancies will make them available..

Secondly we will have to establish axle design weights. For the purpose of those to be shown on the Ministry Plate we will use the original vehicle manufacture's design weights. In many cases we will have these on the vehicles's original DVSA goods vehicle plating record.

I spoke with John Ruffles at J R Consultancy yesterday and he confirmed that the plated weights he determined for



Boniface breakdown vehicles were intended for use under Special Types at 40mph. The Ministry Plates we issue show design weights at the normal highway speed limit. For this purpose, even if a vehicle has been converted from 4X2 to 6X2, the design axle weights shown on the original vehicle manufacturer's VIN plate would be of the most use to us for plating purposes.

The American F450 specs did have a solution to downrate to 6500kgs then it could come under the new regulation to allow class 4 with the stipulation of at least one passenger seat and a loading area to the rear of the cab such as a pick up type bed, however a members vehicle was presented with its dollies etc removed from the top of the lockers but because the tops of the lockers slope down to the spec lift a test was declined by the policy department at VOSA with the suggestion " if it had more of a pick up type bed" they may accept it for test.

Not sure if any operators wish to downrate and modify their lockers to look like a load bed area and test the theory. We have also been advised that no vehicle under 12001kgs can be operated under STGO for road recovery operations.

# ROSPA AWARD

## The Royal Society for the Prevention of Accidents

### Richford Motor Services Ltd handed RoSPA Gold Award for health and safety practices

ROSPA announced today that Richford Motor Services Ltd has been awarded the Gold Achievement Award for best practice Health and Safety practices and initiatives. Richford Motor Services Ltd has set the standard for innovation and creativity within the vehicle recovery industry being the first Company in this business sector to win this prestigious gold award. Richford Motor Services Ltd will receive the prestigious award at the Hilton Awards ceremony on July 4th 2018.

"This award is a testament to the skill, ingenuity, commitment and vision of our employees that have embraced health and safety best practices initiatives" – Phil Richford Managing Director

Julia Small, RoSPA's head of qualifications, awards and events, said: "The RoSPA Awards are the most highly-respected in the health and safety arena, with almost 2,000 entrants every year, and allow organisations to prove excellence in the workplace, demonstrating a commitment to the wellbeing of

not only employees but all those who interact with it." For more information about the RoSPA Awards visit [www.rospa.com/awards](http://www.rospa.com/awards)

### ABOUT THE ROSPA ACHIEVEMENT AWARD:-

The esteemed Health and Safety Achievement of the Year Awards were introduced to acknowledge and reward the exceptional work and the results gained by Companies leading the way in their respective business sector, in the face of an ever increasing competitive market.

### ABOUT RICHFORD MOTOR SERVICES LTD

Richford Motor Services Ltd of Alfreton Derbyshire was established in 1990, providing 24 hour breakdown for lights and commercial vehicles. The Company operates 24/7 365 days of the year with over 140 vehicles all equipped with the latest technology with the Company also recently purchasing innovative vehicle recovery equipment to cater for all eventualities no matter how big or small and the confined space to operate. For more information visit [www.richfordmotors.com](http://www.richfordmotors.com)







# AVRO Welcomes a **New Member!**

## AVRO would like to introduce our newest member, **Cambrian Car Care** from Bridgend

Cambrian Car Care Ltd adheres to the highest possible standards and has been trading since 1981. They are dedicated to delivering high quality services for their customers; these include private clients as well as leading motoring organisations such as Green Flag, AA, Britannia Breakdown and Allianz. They provide a wide range of garage repairs and servicing along with full 24/7 workshop facilities, such as exhaust and tyre repairs to their customers from breakdown organisations, consequently this enables them to fix a higher percentage of vehicle breakdowns.

The customer experience is very important to them so they have invested in their experience. Their fleet includes a comprehensive selection of specialised recovery vehicles fitted with the latest satellite navigation tracking systems so that they can find a customer quickly and the control room can see at a glance where their vehicles are located. Each vehicle in their fleet has been carefully chosen to fulfil a specific role relevant to their customer's needs. They have invested heavily in diagnostic equipment so that they can readily identify problems at the roadside. They also carry a comprehensive range of parts and machinery so if a customer is unfortunate enough to break down they can repair

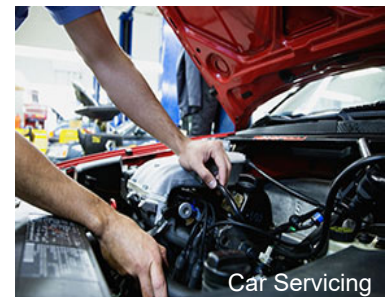
their vehicle quickly and get them back on the road.

Their specialist equipment and experience allow them to undertake all types of difficult on and off road recoveries and their super low approach vehicles allow them to recover and transport sports and classic cars safely and professionally. Cambrian, can currently boast ten recovery vehicles.

Their performance figures reflect the local knowledge that their recovery team possess for the area and it is also indicative of the high level of service they provide. Cambrian have a solid foundation as their track record shows and their future mission is to build on these by investing into their business.



Recovery



Car Servicing



Wax Oiling

# AVRO's Social Event

## Saturday 16th June 2018

### AVRO's Social Event – Saturday 16th June 2018

AVRO would like to continue the success of last year's 40th Anniversary celebrations and invite you and a guest to join us for a complimentary evening of food and entertainment on Saturday 16th June 2018 at Jurys Inn, Hinckley Island Hotel, Watling Street, Hinckley.

If you would like to stay over, special rates have been agreed with the Hotel and the booking form to the right that you can cut out and send to us.

We hope that you will be able to join us for a chance to catch up with old friends and even make new ones.

If, however, you are unable to attend but would like to nominate someone to attend in your place, please complete the form below with their details. Alternatively, if you would like to bring along additional guests, please feel free to do so.

RSVP by Thursday 3rd May 2018. Please post to the above address, fax to 01788 567320 or email to [sara@avrouk.com](mailto:sara@avrouk.com)



Jurys Inn Hinckley Island  
Watling Street, Hinckley, LE10 3JA

16<sup>th</sup> June 2018

#### HOTEL BOOKING FORM

Prices are listed below and we request that you return this form early in order to secure your accommodation at Jurys Inn Hinckley Island. We ask you to supply a credit card number and expiry date. This will not be debited and will be used only as a guarantee and confirmation of your reservation.  
**(Bookings will not be accepted without a credit card number)**

Double/ Twin Room	£100.00
Single Room	£90.00

The above prices are per room per night, including breakfast.  
Accommodation rates are inclusive of VAT and to be settled by the individual guests upon departure

**Rooms are limited so don't leave it to the last minute to book – it will be too late!**  
**Additional Nights are available upon request.**

**Cancellations with less than 7 days notice will be charged.**

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Tel No: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Please reserve \_\_\_\_\_ Double Room \_\_\_\_\_ Single Room \_\_\_\_\_ Twin Room

Do you require a family room YES / NO Age of Child \_\_\_\_\_

Date of arrival: / June 2018 for \_\_\_\_\_ nights.

Guest Name(s): \_\_\_\_\_  
\_\_\_\_\_

Credit Card Details: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

#### A reminder to all of our members

The new Data protection GDPR changes are imminent and failure to comply could involve some hefty fines if you do not comply.

There are a number of companies prepared to offer guidance if you have not yet embarked on a review of their data protection.

If you are an APEX user then an E mail was sent to all users with a link to complete a self-assessment on the 1st of March this year which is a simple yes or no answer which when completed you can download and tackle the no answers as a means of reviewing what systems may be missing from your Data protection policy's



# Recovery Industry



## Vehicle Issue

### Word-search



- AVRO
- BRAKES
- CAR
- CARSPECLIFT
- CLUTCH
- LIGHTS
- LOWLOADTRAILER
- MIRROR
- MOTORCAR
- NUMBERPLATE
- OILTANK
- PETROL
- ROAD
- ROTATOR
- STEERING
- SUPPORTVEHICLES
- TAILLIFT
- TOWTRUCK
- TRANSPORTER
- TRUCK
- TWINDECK
- TYRES
- VAN
- WHEELS

### Number Blocks

Try to fill in the missing numbers.

The missing numbers are integers between 0 and 10.  
 The numbers in each row add up to totals to the right.  
 The numbers in each column add up to the totals along the bottom.  
 The diagonal lines also add up the totals to the right

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30	21	27	29	14	23

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# MEET THE AVRO MEMBERS

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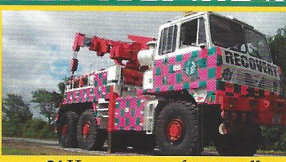
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G M Recovery in Manchester currently have 2 spaces available for Core Modules 1,2 and 3 on 17th and 18th May. Please contact Jonathan on 07766 778811 if interested.

TO ADVERTISE YOUR COMPANY Call Jazzy on 017885 72850 or email on [jazzy@avrouk.com](mailto:jazzy@avrouk.com)

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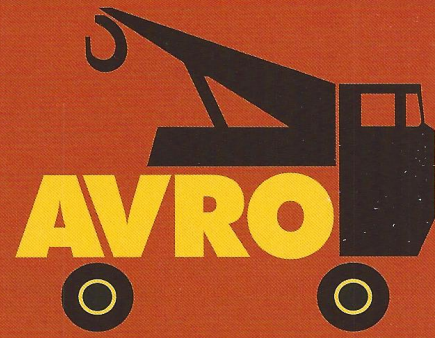
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# BENEVOLENT FUND



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.

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