

AVRO

AVRO

NEWS

CONCERN FOR
ROADSIDE
RECOVERY
AGENTS

FOLLOWING M6
CRASH

..... BOXI
"A TRUE
GENTLEMAN
AND LEGEND"
TAKES HIS FINAL
JOURNEY

.....
THE CLIMB UP
BASE CAMP
EVEREST

.....
AVRO
WELCOMES A
NEW MEMBER!

End of an Era

MANCHESTER BREAKDOWN SERVICES

24 Hour Roadside Assistance Tel: **0161273 2000**



Nationwide Breakdown Coverage

- Bus & Coach Specialists • Heavy Recovery • Off Road Recovery
- Fleet Maintenance • Service Vans • Storage / Workshops

admin@manchesterbreakdown.co.uk www.manchesterbreakdown.co.uk

 @ManchesterBreakdownServicesLTD

 @MCRBreakdown

CALLING ALL RECOVERY OPERATORS!

**Interested in joining one of the UK's
fastest growing breakdown providers?**

As one of the fastest growing breakdown providers in the UK, Rescuemycar.com are looking to add recovery operators to our growing network.

With a 24/7 dedicated UK based call centre, customer service is at the heart of our business. We also have an in-house network management team who oversee our member recovery operators.

**Please call 01423 532780 or email:
network.management@ncionline.co.uk**
to register your interest and be part of this rapidly
expanding breakdown provider.

Rescuemycar.com, Clarendon House, Victoria Avenue, Harrogate HG1 1JD



Rescuemycar.com

Welcome

TO THIS ISSUE OF AVRO NEWS



The climb to base camp Everest!



We say a sad Good Bye to Harry

COVER STORIES

Thousands of road workers are putting their lives at risk!

Page 5

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

Send us your thoughts...

jazzy@avrouk.com
017885 72850

SIGN UP FOR YOUR FREE COPY OF AVRO NEWS

Call Jazzy Bura today on 01788 572850 or email jazzy@avrouk.com. There is no better time than NOW to sign up and keep in the know about the latest news, coverage, products, industry, and legislation!



IN THIS ISSUE

- 04. Renewed concern for roadside recovery agents following M6 crash
- 05. Thousands of road workers' are putting their lives at risk
- 06. Comments from Paul Anstee of Slow Down Move Over
- 07. Safe and fuel efficient driving and the use of flashing beacons
- 09. Mobile black spots "driving" you mad?
- 10. Gwent-Headquarters Caldicot group expands through acquisition of major Gloucestershire recovery agency
- 12. Join the 'March for Men' and raise funds for prostate cancer UK
- 13. End Of an Era, we say goodbye and thank you to Harry
- 14. Base Camp Everest (EBC)
- 16. The Emergency Services Show
- 17. Open letter addressed to AVRO President
- 18. A date for your Diary
- 19. WMS Rescue & Recovery
- 20. AVRO Welcomes a new member
- 22. Try our AVRO Puzzles
- 23. AVRO'S Benevolent fund joins Amazon
- 25. Meet the AVRO members
- 26. Answers to Puzzles

CONTACTS

Editor/ Designer:

Jazzy Bura
jazzy@avrouk.com / 01788 572850

Advertising contact:

Sara Needham & Jazzy Bura & Mandy Gostling
sara@avrouk.com / jazzy@avrouk.com / mandy@avrouk.com / 01788 572850

Avro contact details:

AVRO House, 1 Bath Street, Rugby CV21 3JF
Tel: 01788 572850 Fax:01788 567320
Email: jazzy@avrouk.com
Web: www.avrouk.com

Avro news keeps you up to date with news, features and comments. Your letters comments and story leads are always welcome. Contact the editor at the address above. Every care is taken over the accuracy of material, but the publishers cannot be held responsible for any errors or omissions. Views and opinions of contributors are not necessarily those of the publishers who cannot accept responsibility for such contributions.

© Avro Limited



Renewed concern for roadside recovery agents following M6 crash

Highways officer injured after car ploughed into his 4x4 while recovery patrol man assisted broken down vehicle.



A Highways England Traffic Officer was assisting in the recovery of a broken down vehicle on the M6 in the early hours of Tuesday 24th April, when an Audi crashed into the back of the liveried vehicle.

Both the Highways England vehicle and recovery truck were illuminated with emergency beacon lights to warn approaching drivers of the breakdown when the incident occurred.

A police spokesman tweeted: "Just shows how dangerous

the motorways are. Our colleagues from [Highways England] were dealing with a broken down vehicle on the hard shoulder with all their emergency beacons on when someone not paying attention collided with the HE vehicle. "Luckily minor injury."

West Midlands Ambulance Service said a man had to be cut free from one of the vehicles and was taken to Sandwell Hospital with rib pain

A second man in his 30s was also taken to the same

hospital as a precaution.

The incident happened near junction seven on the M6 in the Midlands.

The remains of the Audi that crashed into the Highways England vehicle. Image: Walsall Red Watch/West Midlands Fire Service.



Research by Highways England reveals a catalogue of serious incidents and near misses ranging from motorists driving into coned off areas where road workers are working to physical and verbal abuse.

On average there are nearly 300 incidents a week of incursions and abuse reported by road workers who are busy improving Britain's 4300 miles of motorways and strategic A roads for the benefit of all road users. And of almost 3500 incidents recorded between July 2017 until September 2017, 150 were serious, leading to four road workers and two motorists being injured. Thousands of road workers' lives are being put at risk, says Highways England. That is why Highways England is calling on road users to be patient if they are delayed by roadworks and to respect road workers doing a difficult job.

Videos shown on Highways England show the unacceptable behaviours that workers are faced with every day. In it, a driver has been stopped at the site of road works on the A120 in Essex involving two barriers in place for drivers to be allowed through with an escort. The irresponsible driver had already driven around the initial closure point on the wrong side of the road, then drove at speed to attempt to avoid Essex Police who were supporting Highways England in enforcing the closure. His actions jeopardised the lives of all those road workers on this stretch of road between Braintree and the A12 at Marks Tey.

Another incident captured on video shows a lorry driving through coned off roadworks on the M1. Mike Wilson, Chief Highways Engineer, Executive Director Safety, Engineering and Standards at Highways England said:

"While we plan our maintenance and improvement works to minimise inconvenience to drivers, some road closures are necessary, and ultimately for the benefit of road users. Drivers who selfishly and illegally ignore these traffic restrictions force their way through are putting both their lives and those of our road workers at risk – all to save a few minutes on their journey."

Also since October 2014, some 341 incidents of either verbal or physical abuse towards workers were recorded across England. Amongst the most common targets for verbal abuse are Highways England traffic officers, who patrol motorways and A-roads 24/7. Their role is to deal with incidents as



THOUSANDS OF ROAD WORKERS' ARE PUTTING THEIR LIVES AT RISK

Video footage on HighwaysEngland.gov.uk shows a reckless motorist mounting the pavement and placing road workers' lives at risk as they go about their jobs improving the road network.

they happen and keep people safe by implementing lane closures where required.

Adie Whiting, 33, a married father of three from Doncaster, has worked for Interserve on behalf of Highways England as a traffic control safety officer, deploying cones, signs, barriers and temporary traffic signals.

"I've been sworn at a lot, physically threatened on occasions and even had someone try to run me over once. You have to have a thick skin doing this job."

Road worker abuse often occurs during incursions, whereby drivers seek to ignore a road closure to drive through instead, often failing to heed advance warning signs of upcoming closures. Highways England is reminding motorists of their responsibility while driving through roadworks, with these four key messages:

• Respect our road workers – slow

down near road works and obey speed limits and signs.

• Just because workers aren't visible, it doesn't mean they are not present. This is especially true when operations take place at night, but also applies when visibility is restricted by works vehicles and equipment.

• We plan maintenance and improvement projects to allow works to proceed in the safest and most cost-effective way, with minimum disruption to road users.

• Think what it would be like if you had to contend with lorries and cars driving through your place of work.



Comments from Paul Anstee of Slow Down Move Over



Comments towards road side safety for Operators and Workers

Reading the information, it doesn't cover the need to bring awareness to all vehicle users that they need to acknowledge the situation in front of them, slow down to a safe speed, check the surrounding, once safe, move over by indicating and make space whilst passing the road worker or hazard (common sense that seems to be missing).

The fundamental changes that have happened in the last 25 years is local industry has despaired and work migration has become the normality. We used to live to work because the cost of living was affordable against the wages and living taxes etc! Now we have to work to live to put food on the table and with migration to work we have become inert to our surroundings to the distances we are travelling. It becomes the norm each day, so we no longer take in the journey, so

Since June 2016 I took it upon myself to work towards bringing awareness about rescue and recovery operators working at the roadside. **Paul Anstee**, *slow down move over campaign.*

Image: Slow Down Move over campaign, bringing awareness about our recovery operators.



TWITTER

slowdownmoveover.uk @SDMO_UK · Apr 23
 @SDMO_UK Sad news came in this evening of a HATO vehicle has been hit fending off a recovery vehicle on the M6 J7 (not sure what to say) I have been told everyone involved is okay! We believe that the HATO person has gone in to hospital but not thought to be anything serious.



we zone out due to working long hours and this is where it can be dangerous to road workers because they are not in the "norm" to the journey whilst your zoned out as the vehicles are quieter and more comfortable.

Also, the other problem is yellow flashing lights. Everyone can use them and everywhere you look someone is misusing

them so why should anyone take notice of them? With all the road structure changes all you see is yellow lights for miles so again when someone sees a vehicle using yellow lights no-one takes a blind bit of notice. (It doesn't help that some companies tow with their yellow lights flashing when there is no need as they are not a hazard to the road when moving).

WHEN YOU SEE MY LIGHTS FLASHING

THEY ARE FLASHING FOR A REASON!



RESCUE RECOVERY



OPERATOR WORKING

designed by www.slowdownmoveover.uk

Safe and Fuel Efficient Driving and the use of flashing beacons.



In this edition the MD of **RIES** puts on another hat to talk about two important factors relative to driving.

Davy speaks from years of experience, firstly as a Class 1 Police Advanced Driver, secondly as a trained pursuit driver and finally as a former examiner for the Institute of Advanced Motorists.

"The subject of SAFED or Safe and Fuel Efficient Driving is now well embedded in the requirements of **PAS43** and no doubt will continue to be so.

In effect SAFED contains two different components, namely safe driving and fuel efficient driving and both of these can be aligned to Defensive Driving. Let us deal with the easy one first, fuel efficient driving.

Fuel efficient driving is intrinsically linked with defensive driving, namely it is about **issues such as:**

- Forward observation: seeing things well ahead and acting early
- Acceleration sense: altering the speed of the vehicle by accurate use of the pedal and no harsh acceleration.
- Smooth braking
- Not leaving the engine running when vehicle is stationary. These are just four of the many issues which ensure more fuel efficiency.

When fuel efficient driving and Defensive driving are joined together the saving for companies can be quite beneficial. So what about Defensive Driving? I could write a considerable amount about this but I will restrict this article to a simple explanation of the five points of Defensive

Driving and a short explanation of each.

Aim high in the steering:

Nothing to do with holding the steering wheel higher but all about looking far ahead and identifying hazards.

Get the big Picture:

Don't be satisfied with looking simply at the road ahead but widen your vision to take in indicators right and left that may indicate what may lie ahead. For example a house set back from the road would indicate the likelihood of a laneway joining the roadway. A bus stop sign at the side of the road indicates a major bus route and you may be confronted by a stationery bus as you round the next corner

Keep your eyes moving:

Don't focus on what is immediately in front of you. You can become transfixed if you do this. The part of your eye that can detect minute changes in speed or direction, as well as the sudden appearance of an indicator, is your peripheral vision. By looking left and right of the vehicle in front you will become more quickly aware of an indicator being activated or a change of speed. Try it and see.

Make sure they see you:

This simply means moving your vehicle about to get maximum views of the road ahead. I am aware in a large vehicle this may not always be very beneficial but minor changes can mean a lot. For example if there is a junction on the left, if it is safe, move to the extreme right of your lane. In that way you will see further into the junction and may see that car that is obstructed by a hedge line and more importantly they will see you.

Always leave yourself an out:



There are two aspects to this.

1. If overtaking don't become the meat in the sandwich and always have a way out if something should happen to the vehicle on your left.

2. When stopped in traffic and more so in a car leave yourself enough room to pull away from the vehicle in front if they stall or breakdown. A good rule of thumb is never stop closer than where the line of your bonnet meets the spot where their rear wheels meet the road surface.

To finish on this subject a large multi-national company, who insisted that all their

drivers embarked upon a defensive driving course, found that the savings on fuel and maintenance paid most of their insurance bill in the following year. Indeed some insurance companies may see the undertaking of defensive driving as a risk reduction exercise and perhaps could be persuaded to reduce the premium

Now onto the subject of flashing amber lights or beacons. We at RIES have been inundated with calls from people asking what the rule is regarding flashing amber lights or beacons. Well the...

Highway Code says:

"Vehicles with flashing amber beacons. - These warn of a slow-moving or stationary vehicle (such as a Traffic Officer vehicle, salt spreader, snow plough or recovery vehicle) or abnormal loads, so approach with caution. On unrestricted dual carriageways, motor vehicles first used on or after 1 January 1947 with a maximum speed of 25 mph (40 km/h) or less (such as tractors) MUST use a flashing amber beacon"

The operative words here are "slow moving or stationery." There are too many recovery operators who are travelling along the road at normal road speed for their vehicle with flashing amber beacons still on. I am quite sure that in training you were told that you should switch your beacons on as you approach a casualty vehicle and turn them off when you join traffic at normal road speed.

If however you are slow moving, note slow moving that being below the speed your vehicle can normally travel at, and could be a hazard to others then you could leave the beacons on.

So please, please use your beacons wisely as leaving them on when you are not an obstruction to others only indicates misuse and the possibility of others having a disregard for warning beacons.



Recovery Industry Engineering Standards

www.riesuk.com

PAS 43

&

ALL other Accreditation Services

LOLER / PUWER & PSSR Inspections

for all

UK & ROI Vehicle Recovery Operators

Come to the Industry Experts

Contact us for a Cost Effective Quote

Office Hours : 01945 589822 & 01788 567320

Mobiles : 07800 913040 - 07951 797012 - 07773 390498

Email – inspectionsries@aol.com

Supporting The Vehicle Recovery Industry

FUEL THEFT

Fuel theft from vehicles continues to be a problem for some clients. That sometimes leads to a question about whether a claim can be made under a commercial vehicle insurance policy for the stolen fuel. A simple question but not an entirely straightforward answer.

Issues to consider include:

Can the loss be proven?

Is there evidence to show that the loss was not down to employees taking fuel?

How much fuel was stolen in monetary terms?

Does the motor policy cover or exclude claims solely for fuel theft?

◆ Given policy excesses start at around £500, is it worth claiming?

◆ Is it worth impacting claims frequency with a relatively small claim?

It's also worth being aware that if fuel were to be stolen from say three trucks, an excess would apply to the loss from each of the three vehicles.

Our advice is invariably to think about how fuel theft can be avoided in the first place, for example by fitting a good quality anti-syphon device such as the TISS Tank-Safe.

Towergate Insurance
0344 3460917





Proudly passing 100% of our work to our valued VRO Network for 20 years

Tel: 01206 771700
Visit: www.call-assist.co.uk

Mobile Black Spots, “Driving” you mad?

Business mobile telecoms has had its limitations. Many business users will have no doubt experienced the frustrations of incomplete coverage, regardless of which network they are on. These issues can be a headache for organisations, leading to lost productivity and even lost business, however, the landscape is changing.

Advancements in new mobile technology has led to new solutions entering the market that can offer businesses improved coverage, by giving users access to more than one UK mobile network from a single SIM.

Improved Coverage

The unfortunate reality is that no single network provider can guarantee coverage everywhere. Many mobile users experience variable connectivity, with their signal dropping out without warning when they hit a not-spot (areas in which their operator cannot provide coverage).

The cost of a dropped or missed call could

potentially be huge for any business. One instance of failing to answer a customer's call could mean a lost sale or a lost contract and customers waste no time calling a second company if the first cannot fulfil their needs.

Before now, the solution would have been for businesses to pay multiple providers, and manage multiple contracts, for the same service to ensure blanket connectivity, however, with InReach users can access more than one UK mobile network in a way that is not possible with a standard single network SIM card. So wherever business mobile users go they will be able to receive improved coverage for voice and data across multiple networks.

Contact InReach to find out how to ensure that your drivers are contactable wherever they are.

0300 303 3361
contact@inreachcomms.co.uk



GWENT-HEADQUARTERED CALDICOT GROUP EXPANDS THROUGH ACQUISITION OF MAJOR GLOUCESTERSHIRE RECOVERY AGENCY

Gwent-headquartered Caldicot Group

The Gwent-headquartered Caldicot Group has successfully completed the acquisition of one of Gloucestershire's biggest recovery agencies expanding its portfolio of depots to four regional centres and increasing its operating network to more than 6,000 square miles.

The deal sees the Caldicot Group, which is based in Monmouthshire, purchase Overbrook Recovery. Employing more than 30 members of staff, the Gloucestershire-based business has two depots including an MOT and vehicle recovery centre in Hakwell in the Forest of Dean.

The move increases the Caldicot Group's turnover to more than £8m and

its workforce to over 100 employees. With four depots the company's recovery operation now spans an area covering more than 6,000 square miles including major routes such as the M4, M5 and M6.

Group Managing Director Gavin Edwards said the acquisition was crucial to the company's expansion plans as it looks to better serve its customers. He said: "We are delighted to have negotiated the purchase of one of Gloucestershire's oldest and most respected recovery operations and are looking forward to building upon their long-standing success in the region.

"As a company we have seen record growth in our customer base as we support more than 500 businesses with their recovery needs as well as being an approved Highways England partner for major



road infrastructure projects. It was therefore important that we expanded our operating territory to better serve our customers and so that we can help more businesses.

"With depots in Walsall, Gloucester, the Forest of Dean and Monmouthshire the

Caldicot Group is one of the UK's fastest growing recovery agencies. Our strategic goal is to continue this expansion and support more companies with their recovery needs."

PIC CAPTION: GAVIN EDWARDS, MANAGING DIRECTOR OF THE CALDICOT GROUP, AT THE COMPANY'S NEW FOREST OF DEAN DEPOT

70 YEARS OF WARN



70 years of Warn

This year Warn Industries, famous for its World renowned Warn winches, celebrates its 70th birthday.

The Warn journey began in 1948 when Arthur Warn began producing free-wheeling/locking hubs for surplus World War II Jeeps. This invention would convert thousands of Jeep vehicles into useful general purpose vehicles that could be operated on-road as well as off. In the late 1950s, Warn would go on to develop the first electric recreational winch and create the World-leading brand for off-road racers, four-wheel drive enthusiasts, and hard-work-

ing farmers and ranchers. Warn also introduced the first dedicated winch for powersports vehicles 30 years ago, further enhancing the performance of ATVs. Today Warn's extensive range covers self-recovery, commercial, ATV and super-duty winches for military vehicles. Warn Industries shows no signs of slowing down at 70. The company continues to innovate and will release new products throughout 2018 and beyond.

MANCHETTS RECOVERY SOLUTIONS



COMPLETE RECOVERY SOLUTIONS AND LOCAL FULLY EQUIPPED HGV WORKSHOPS AVAILABLE

**24hr assistance
01223 918050**

www.manchetts.co.uk

www.m8recovery.com

tel: 0141 883 0888 : info@m8recovery.com



M8
RECOVERY



**Scotland's Largest Private & Commercial
Vehicle Recovery Service**



Join the 'March for Men' and raise funds for Prostate Cancer UK

In January the Institute of Vehicle Recovery (IVR) announced the Chairman's Charity for 2018 would be Prostate Cancer UK. This announcement came only days before the charity released the findings that UK men dying from prostate cancer has overtaken female deaths from breast cancer for the first time. The charity said advances in the diagnosis and treatment of breast cancer are paying off, and increased funding could benefit prostate cancer.

With fundraising in mind Prostate Cancer UK will 'March for Men' again in 2018 with an even bigger and better walking programme unveiled as the charity makes further strides to stop prostate cancer being a killer.

After a successful launch of the charity's flagship walking campaign last year raised more than £1 million, there is even more reason for people to put their best foot forward and combat the most common cancer in men. Stepping up to the challenge, the leading men's health charity will be recruiting an army of walkers to make strides through picturesque parklands up and

down the country, and save lives in the process.

The walks, of either 2.5k, 5k or 10k, will take place across seven cities throughout the UK in June, with families, friends and loved ones pulling on their walking boots to 'March for Men'.

Starting with a North West double header in Manchester and Liverpool on Sunday, June 10th, the countrywide quest to fight back against a disease that kills one man every 45 minutes continues across Father's Day weekend (16-

17 June), with London, Bristol and Glasgow also hosting the family-friendly walks.

The marches continue in Leeds on June 23rd before concluding a week later in Nottingham, on Saturday 30 June.

Football fans in London and the South East will also have the option to take part in an epic series of convergence marathon marches across the capital on Sunday, 22nd July, all culminating at Wembley.

The Football March for Men will see legions of walkers setting

off on the road to Wembley, starting out from four clubs, West Ham United, Millwall, St Albans City and Sutton United, and heading to the home of English football. The march to the arch will take in 15 clubs and create a fabulous finale.

For more information, guidance or to discuss any concerns you may have regarding prostate cancer go to www.prostatecanceruk.org



AVRO Becomes A Registered IVR Training Provider

AVRO have now become a registered IVR Training Provider and have a number of available trainers around the Country who are available to assist Members to put on training courses.

Alternatively, if you are willing to provide a training location for us to use then please contact Sara at AVRO Head Office on 01788 572850 or email sara@avrouk.com

End of an Era

'A True Gentleman and Legend' takes his final journey – in a coffin on the back of a recovery truck



Howley Quay Motors Ltd have honoured Harry Hickman, Wayne's father in the only way suitable for someone who had recovery running through his veins with a unique cortege.

On Tuesday 8th May 2018 Joshua, Harry's Grandson headed the procession with his specifically customised Iveco Daily carrying his Grandad on the 1st stage of his final journey, escorted by a Leyland DAF Heavy recovery vehicle driven by Wayne's Son in law Graham. Leaving from the Company depot in Appleton Thorn to St Elphin's Parish Church, Warrington, Cheshire via Harry's home in Appleton.

After a moving well attended service, Wayne accompanied by Josh, headed the procession on the 2nd stage to Harry's final resting place at Fox Covert, Walton.

Harry had convinced Wayne to move Howley Quay Motors Bodyshop into vehicle recovery and breakdown, from then the duo worked together recovering vehicles for Cheshire Police and multiple private customers.

Josh, 25, joined the family run business at the age of 16 working together with Dad and Grandad whilst Sister, 33 year old Amanda has worked in the office alongside mum Karen since leaving school at also 16.

Harry lived and breathed recovery and was never happier than when up to his elbows in oil and grease! A well respected, larger than life, very vocal character with a story for every occasion.

He will be sorely missed.



'Proud Dad and Grandad'

Harry joined by Wayne and Karen's Son Joshua...three generations of the Hickman family working together...





Base Camp Everest (EBC)

AVRO Region 10 representative **Stephen Smith**, together with his friend **Alex Mangan** and their trusted Nepalese sherpa, Gokul Magar, trekked to Everest Base Camp

Base Camp Everest (EBC) as told by Stephen Smith

The EBC trek was an arduous, but rewarding experience that pushed Alex and Steve to the limits of their endurance. There is only 50% oxygen at 17,500 ft (5,500m) and night time temperatures often slump to minus 10, inside.

'When the exhaustion and the lack of oxygen hit you at 17,000 feet you find yourself shuffling along, moving only inches each time you lift your leg'

The altitude sickness affected me, constantly, in waves of nausea, dizziness and lack of breath. My appetite disappeared (when I needed to eat more to keep my strength for hiking).

We both suffered with headaches and diarrhoea and slowly, over the course of the trek, we felt our strength ebbing away, so even resting was hard work.

The effects on your body at high altitude, together with the gruelling 12 day schedule of bad food, cold, 12 mile hikes and 3300 ft (1000m) increase in elevation started taking their toll. These obstacles together with the harsh environment are put in place by nature to make reaching EBC a great personal achievement.

Raising The Boleyn Recovery flag at EBC was a poignant moment for Steve as he nearly didn't make it because of the effects of AMS.

At 13,800 ft (4200m) 'I had a particularly bad night, waking at 3 in the morning as I couldn't catch my breath. I felt I was suffocating no matter how hard I tried to draw breath. Apparently this symptom of AMS is quite common but it nearly led me to being evacuated by helicopter on day 4.

Following the advice of our guide and allowing an extra day to acclimatise meant 'our bodies slowly became accustomed to less oxygen in the air'.

On the last day of our trek to EBC, we scaled a ridge at 17,500 ft (5350m) of the great Khumbu glacier. There's no path, just a rock strewn lunar landscape that is moved down the mountain by the glacier at 4ft per day. After a 3.5 hour gruelling trek we could see the pastel coloured tents of EBC perched alongside the giant and deadly glacier, our goal was in site.

On arrival at EBC fellow trekkers congratulated themselves, took photos, read family letters and spent time alone absorbing the moment. Then, after half hour or so we turned round and went back

down the mountain!

I promised everyone who previously supported me, after tapping them over the years for various charitable donations that I did this trek for myself instead of charity, much to their relief..... however..... Our time in The Himalayas was made possible by the help of our guide, Gokul Magar, and it is his story I want to tell.

Gokul, like all Nepalese, is generous, helpful, friendly and humble but has no material trappings. In fact, whilst trekking to EBC we learnt of his terrible tragedy following the 2015 Earthquake.

When Gokul was only 22 he lost his family home in the 2015



Gokul's home, turned to rubble in The 2015 Earthquake





Earthquake. What's more, his father, after being pulled from the ruins, stricken with emotion and pain at seeing their home turned to rubble suffered a nervous breakdown. The health system in Nepal is terribly basic and Gokul's father perished soon after, suffering from a heart attack brought on by the stress of the realisation his family had nowhere to live. He was 44 when he died, leaving Gokul to support his mother.

Presently, Gokul's mother lives in a makeshift plastic and corrugated iron tent in terrible conditions.

In between guiding travellers through The Himalayas, Gokul returns home to help plant rice and potatoes to support his mother.

The cost to completely rebuild his family home is just £6,000.

Please consider what a small donation of just £5 (2 coffees) would make to someones life who has been stricken with losing their family home and their father.

Even if you can consider donating a regular sum of only £2.50 per month, this would be a huge help towards our goal.

Donate now to help rebuild Gokul's family home that was devastated in the 2015 Earthquake by visiting <https://www.justgiving.com/crowdfunding/earthquake-nepal>



Himalayan recovery vehicle - The Yak. No training, driver or insurance is required and they travel at faster than London traffic so have ordered a couple.



Lukla airport - Gateway to Everest: The highest and most dangerous airport in the world at 2800m



The Emergency Services Show

AVRO Members Welcome at The Emergency Services Show

All AVRO members are welcome at this year's Emergency Services Show, taking place in Hall 5 at the NEC from 19th to 20th September. This event is a great opportunity to meet with all the emergency services and allied organisations and to access the latest knowledge, training, technology and kit to help prepare for future incidents. Register now for free entry at: www.emergencyuk.com

Attracting over 7,500 visitors and over 450 exhibitors, The Emergency Services Show brings emergency and rescue services expertise together through unrivalled networking, a programme of free seminars, live demonstrations and an indoor and outdoor exhibition showcasing the latest products, services and training which are very relevant to the recovery industry. There will be over 50 companies exhibiting at The Emergency Services Show for the first time.

Returning for 2018 after their successful introduction at the 2017 show, the Extrication and First Aid & Trauma Challenges will provide an arena for some of the UK's best rescue personnel to come together and develop their proficiency levels in all areas of Road Traffic Collision rescue. Best safe working practices will be promoted in the areas of incident command and control, safety and scene assessment, extrication, professional pre-hospital care and expert use of rescue equipment. This is bound to be of direct interest to recovery companies to network and build important relationships with the emergency services sector.

Hosted by West Midlands Fire Service (WMFS) and judged by UKRO, the Extrication Challenge will take place live on the exhibition floor enabling visitors to get up close to the action. Competing teams from UK fire and rescue services will carry out extrications from simulated crash scenes.

In the First Aid & Trauma Challenge, competing teams will experience visual and audio from an incident that has been set up and filmed specifically for

the scenario, which takes place in an Educational Immersive Tent.

Road Safety seminars also take place near the Extrication and Trauma Challenges hosted by West Midlands Fire Service. The programme will cover safety, electric vehicles, legislation and accident investigations among other topics.

Rodge Byrne of Bikers Training will present on First Bike on Scene - Emergency response skills for motorcyclists. Over the past seven years the Bikers Training team, based in Ireland, have been training the motorcycling community on what to do at an RTC as Roadside Emergency First Response. This presentation will outline the skills trained bikers have developed and the difference they have made.

Around the exhibition floor many UK fire and rescue services – including Leicestershire Fire and Rescue Service, Scottish Fire and Rescue Service, West Midlands Fire Service - will be on hand to discuss their strategic and operational developments and exchange best practice.

In The Collaboration Zone, the networking hub of the show shared with more than 80 voluntary groups, charities and NGOs. Blue light services will also be available to discuss co-response, current trends



and share ideas. The United Kingdom Rescue Organisation will also be sharing its expertise.

Exhibitors include leading names in rescue equipment, protective clothing and uniforms, vehicles, high visibility livery, lightbars, scene lighting, vehicle equipment and accessories including: 5.11 Tactical, Bristol Uniforms, Scott Safety, Wolf Safety, Niton 999, Rig Equipment, Code 3, and RSG Engineering. Visitors will be able to see and handle the latest kit and discuss needs with all suppliers.

Emergency and rescue vehicles of virtually every type, including fire appliances, ambulances, fleet cars, motorbikes, boats and UAVs or drones will be on display throughout the indoor and outdoor exhibition areas.

The NEC is linked to Birmingham International Station and Birmingham Airport and is directly accessible from the UK motorway network. To register for free entry visit www.emergencyuk.com



The following is an open letter addressed to AVRO President

“

Eilis Kelly and AVRO National Council regarding ERRI and the ERRI Board of Directors. Derek Beahan has given us permission to print his letter which reads as follows:

Reference: ERRI and the ERRI Board of Directors

With regards to the present board I would like to put a "Vote of No Confidence" in ERRI.

I think the group should be disbanded as it has lost its focus. It was set up to bring the Recovery Associations together for the better of the Recovery Industry. But I feel it does not appear to have achieved one thing since the start up!

The Government does not want to implement any more legislation. With that in mind I believe it is better for the industry to police itself. We have an

established set of standards – PAS 43 which can be updated as necessary. The last thing we need in this economy is another group looking to put their hand in the Recovery Industry's pocket by making up a different set of standards, with all profits going to this group.

With no increase to the Recovery Operators from the Clubs and Insurance Company's we deal with, our industry is strangled with unprofitable work, leaving us unable to reinvest in equipment or staff. The last thing needed at present is another group bringing in another set of rules for this industry at another cost.

With the same Company's doing their best to run a professional set up and competing against the companies that have absolutely no standards whatsoever. Our customers

are more interested in price, rather than standards, and could not care less about rules such as, haulage licences, waste licences, insurance, driver's hours, working time directive, VAT etc. It's the bottom line price that matters to them.

The Clubs and Insurance Companies are the ones that have promised the general public free recovery and free breakdown services with scant regard for our Standards, training and values. When a major Motoring Club representative made a statement "he couldn't care less if we went out with a wheelbarrow as long as the job got done" not their problem!

An incident that happened recently on a Bank Holiday weekend an Insurance Company asked to have a car picked up on a Friday evening

for re-delivery on the following Tuesday fault reported overheating: take to the main dealer. As it was a Bank Holiday the vehicle was taken to a holding yard and on Tuesday morning customer called to holding yard to collect vehicle, and when challenged stated it was cheaper than paying the parking in the City Centre car park because the parking was free in the holding yard. When this was brought to the Insurance Company attention they wanted to know what the problem was as they had paid for the recovery. Not their problem how the insurance and rates on the premises are paid.

It is now cheaper to hire a recovery truck than it is to hire a taxi!

Derek Beahan

”

PAS 43

Why consider anything else?

The BSI public consultation period for PAS 43:2018 ended on 17th May with a SURVIVE Working Group 2 meeting being scheduled for 31st May to discuss any feedback received and progress the publication of the updated version of PAS 43.

PAS 43 was introduced in 2002 following the formation 3 years earlier of a governing body known as SURVIVE (www.survivegroup.org) in order to help improve operational standards within the recovery industry, improve safety standards, monitor performance and make any necessary changes to operational procedures required by changes in legislation.. The SURVIVE GROUP is a completely independent body with backing from all sectors involved in Vehicle Recovery and the British Standards Institute.

PAS 43 is the Industry's only respected Accreditation, which has served the Vehicle Recovery sector well since its introduction and will continue to

do so in the future. It is updated approximately every 2 years by the SURVIVE Group, following input from the vehicle recovery industry and other interested parties, with AVRO sitting on the SURVIVE Working Group 2 committee as well as the SURVIVE Executive.

PAS 43 is published by the British Standards Institute (BSI) and is overseen by the United Kingdom Accreditation Service (UKAS).

It is a recognised accreditation that is accepted by Work Providers, Motoring Clubs, Insurance Companies, and Police Contracts. In fact, its credibility is such that many Work Providers require PAS 43 as a minimum standard when selecting vehicle recovery supply partners.

PAS 43 accreditation is totally democratic, and the contents are always fair and balanced and the SURVIVE Group are ready and willing

to investigate and implement any sensible suggestions for improvement from Recovery Operators or indeed anyone connected to the Recovery Industry.

The SURVIVE Group also publish the SURVIVE Best Practice Guidelines, which is available as a free download from the SURVIVE website. These guidelines when used in conjunction with PAS 43, help to improve the safety of all those involved in vehicle breakdown and recovery services at the roadside.

AVRO fully supports the continuation of PAS 43 as the Safety Accreditation for the future.

A recent survey carried out by FoVRA (which consists of AVRO, RRRRA, SVRA) revealed that a large percentage of members were more than satisfied to remain with PAS 43 as the breakdown / recovery standard within the industry.

A date for your diary...

AVRO's Social Event



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

16th 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: _____

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.

Please post to the above address, fax to 01788 567320 or email to sara@avrouk.com

Saturday 16th June 2018

WMS Rescue & Recovery!



WMS

Rescue & Recovery

WMS Rescue & Recovery – from national warranty provider WMS Group – is the latest addition to the company's expanding portfolio and offers a range of premium vehicle breakdown services and benefits to retailers and consumers.

It follows six months of development and is now operating via a national network of the highest-calibre approved vehicle recovery operators (VROs), with an aggregate fleet of more 3,000 recovery vehicles comprising regular and specialist equipment.

Investment from the parent company included the development of its dedicated Leeds-based contact centre, recruitment of technically trained operator staff and advanced electronic systems linking directly into the VROs' systems.

The premium products include cover for misfuelling, key assist and flat tyre assist as standard, with no callout charges or additional fees. But the main difference, says WMS Group, will lie in the commitment to delivering a consistently outstanding customer service.

WMS Rescue & Recovery is spearheaded by Head of Operations Rajiv Kapoor. He is the former Head of UK Operations for DHL Courier Services, where he oversaw 400 contact centre staff, and former Head of Operations for a Cambridgeshire-based vehicle recovery firm.

Rajiv explains..

"So why choose WMS Rescue & Recovery I hear you ask? Well we understand how important it is for you to be back on the road as quickly and safely as possible should the unforeseen happen!"

WMS Rescue and Recovery have developed a benefits package specifically designed for the needs of the modern motorist at a cost that is affordable.

"Included in this package are your standard benefits that you would expect from any rescue and recovery service, such as 24/7 support and service but with WMS Rescue and Recovery you get so much more Included as standard. You certainly do.... Added the wrong fuel? Not to worry. Misfuelling assistance is standard with WMS. Have a flat tyre but no spare? That's fine. Spare wheel support is Included with WMS. Lost your keys? Not a problem. WMS provides Key Assist at no extra cost"

We pride ourselves on the points below....

- Our Ethos: It's the Customer that comes First, NOT the car.
- Our separate network of Auto Locksmiths and Misfuelling Engineers.
- Our current statistics on repairs and roadside recovery, which we make available.

• Why this is the ultimate package where everything is handled by a dedicated CSA.

"Our VRO rates are and always will be competitive and we make sure that our VRO's are paid within 48 hours of receiving their invoice."

WMS RESCUE & RECOVERY, Relax. We've got you covered.

Contact Us Today.

Tel: 0113 487 8720

Email: Info@WMSRescue.co.uk

Web: WMSRescueandrecovery.co.uk



AVRO Welcomes a New Member, Jackson's Recovery!

Jacksons Recovery

Jackson's Recovery have been covering North Cumbria for 40 years. They were established back in 1978 by Frances & Walton Jackson. The company is now run by the next generation of Jackson's; David, George & Anne with the third generation, Ross and Richard also working there full time since they left school.

Jackson's still operates at the original site at Mealsgate, Wigton which at the time was a small petrol station accompanied by a workshop on the side of the main A road, that linked Carlisle with West Cumbria and the Lake district. Today the site no longer sells fuel but instead hosts a larger workshop office, as well as more storage capacity. The workshop consists of Class 4 & 7 MOT's as well as your day to day servicing and repairs, with a strong local following which as been built up over the years. This works hand in hand with the recovery operation to smooth out the peaks and troughs of the breakdown workload.

Back in 2004 they expanded to Carlisle following a gap in the market as other competitors were downsizing. Since 2004, Jackson's have built up a broad customer base for both cars and commercials which required them moving to larger premises back in 2008 to their current site just off junction 44 of the M6.

Today they run a fleet of 16 vehicles to cover North Cumbria, North Lakes & South West Scotland. A lot of square miles but mainly fields and hills with a handful of major transport links running through such as, M6, A66, A69, A75 as well as the A74M. A small, mainly family team provide most of the man power to provide an efficient service with only 3 "outsiders" bringing the staff count to 9.

Work wise, they have lots of small eggs in their basket. Car work comes from clubs such as ARL, Allianz, Call Assist, IPA and VRNL as well as other smaller clubs, local dealerships, bodyshops and garages. Commercial work comes mainly from local dealers such as Mercedes, Daf & Scania, hauliers, bus and coach companies and a wide range of recovery operators throughout the country.

To handle the wide spectrum of vehicles to recover they have quite a large fleet when you consider how much manpower they have. The fleet as it stands currently; 2x specs, 1 beavertails, 2x 7.5t slidebeds as well as a RDT service van to handle the majority of the car work. Another two 13.5 ton slidebeds, an 18T accident unit and a 4x4 handle the vans and accident work. The commercial recovery is catered for by 2 Boniface six wheelers; one Mercedes Trident & one Daf Recoverer. A four wheel Scania NRC is favoured for solo units and rigids up to 15 tonnes. To finish the fleet is a 6x6 foden



rotator, a trax sliding axle trailer and commercial service van.

**Day to day
recover jobs for
Jackson's**

The challenges Jackson's face today are the forever changing rules and regulations. They have just sorted all the data protection documents everyone requires and the next main change to come their way could well be the path of heavy recovery. Finding staff for the one heavy wrecker required to tow a truck and trailer combination is hard



enough, but it sounds like it could soon require a second man, not only that, but a second truck albeit just a tractor unit when required to move the trailer.

Gone are the days of sending 7.5 tonners to the other end of the country doing 70 in the third lane. Jackson's as operators have had to adapt. For them it was investing in a 3.5t to get away from the tachograph legislation and sometimes simply running casualty vehicles into the relay system. It has affected club work certainly in the last 10 years for them.

"We feel even after all the changes we as operators have made, the clubs are stuck in their old ways. How often do you find clubs ringing up stuck with a job through night after the jobs been sent around the houses for hours? Not only that but when you see what jobs they struggle with it should be writing on the wall. How many times is it LWB van? A motorbike? A next to new car with keys locked in boot? This is where I would like us as operators

to politely educate motoring organisations on the difficulties we face throughout the year and for them to look at our job, not just the statistics every quarter, but the struggles we face at midnight on a Sunday."



“ would like us to politely educate motoring organisations on the difficulties we face throughout the year ”

Recovery Industry



Car Makes

Word-search, how many cars can you find?

Answers can be found on page 26



- | | | | | |
|-------------|-------------|------------|------------|-------|
| ALFAROMEIO | FORD | LOTUS | ROLLSROYCE | VOLVO |
| ALPINA | HONDA | MASERATI | SEAT | |
| ASTONMARTIN | HYUNDAI | MAZDA | SKODA | |
| AUDI | INFINITI | MCLAREN | SMART | |
| BENTLEY | JAGUAR | MERCEDES | SUBARU | |
| BMW | JEEP | MINI | SUZUKI | |
| CITROEN | KIA | MITSUBISHI | TESLA | |
| DACIA | LAMBORGHINI | PEUGEOT | TOYOTA | |
| FERRARI | LANDROVER | PORSCHE | VAUXHALL | |
| FIAT | LEXUS | RENAULT | VOLKSWAGEN | |

SUDOKU

Fill in the missing numbers.

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

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

AVRO'S BENEVOLENT FUND JOIN AMAZON!

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

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

the more Charites will receive in donations from Amazon Smile, all at no additional cost to customers, venders, sellers or participating Charites.

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

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

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

money to assist us to help recovery operatives.

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



Benevolent Fund
Supporting the Whole Recovery Industry Since 1989



MAP OF AVRO REGIONS

Head Office:

Office Manager
Sara Needham

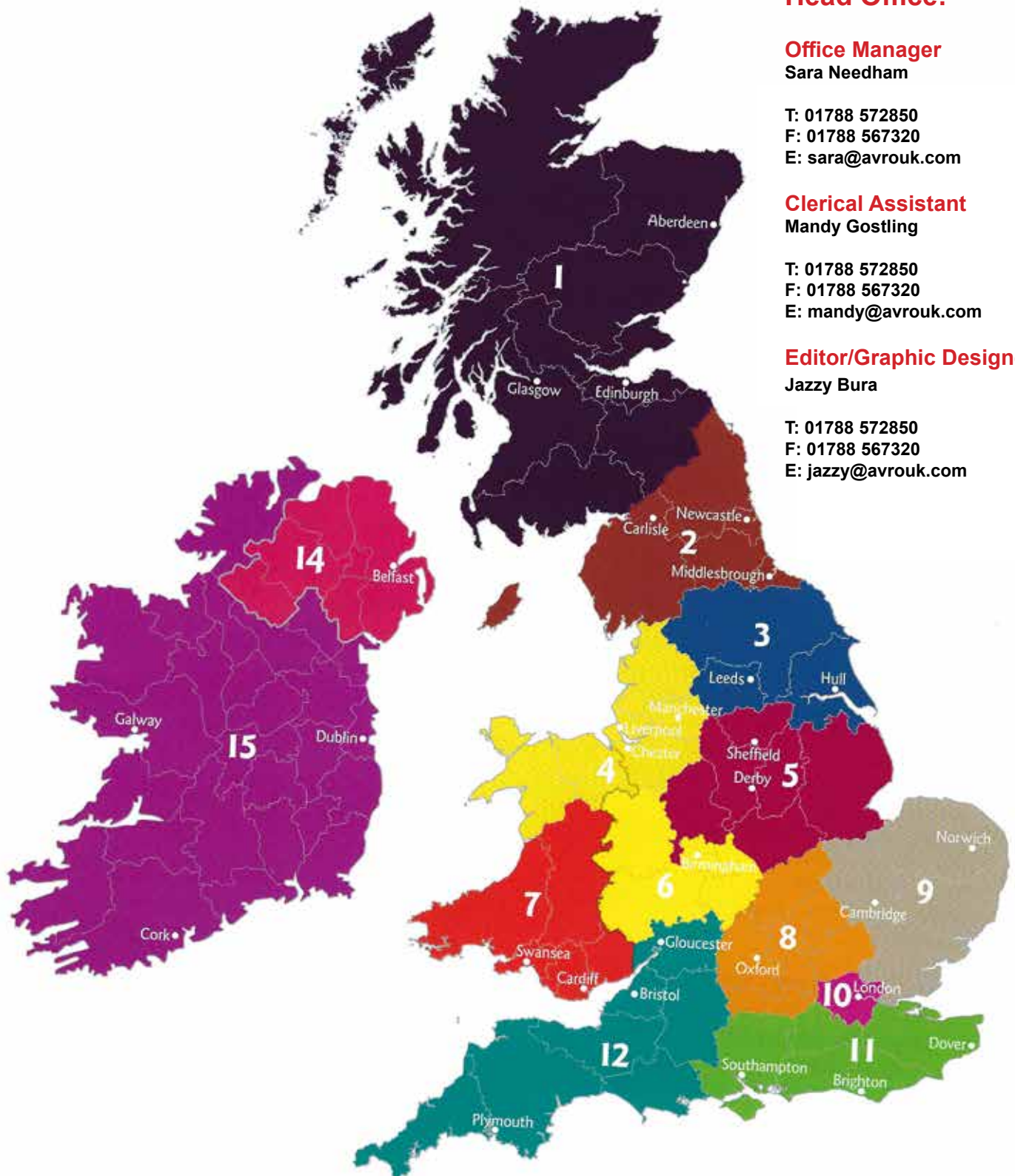
T: 01788 572850
F: 01788 567320
E: sara@avrouk.com

Clerical Assistant
Mandy Gostling

T: 01788 572850
F: 01788 567320
E: mandy@avrouk.com

Editor/Graphic Designer
Jazzy Bura

T: 01788 572850
F: 01788 567320
E: jazzy@avrouk.com



MEET THE AVRO Members

**NORFOLK
RECOVERY**



Norwich: 01603 787999
www.norfolkrecovery.com

CORNWALL COMMERCIALS
24 HOUR OFF ROAD RECOVERY SPECIALISTS

WE RECOVER ALL TYPES OF VEHICLES ON OR OFF-ROAD THROUGHOUT THE SOUTH WEST

Our two depots at Brighton Cross, Truro and Halsan Road, Liskeard provide an efficient solution to all your recovery needs.

- CAMPER VAN & CARAVAN RECOVERY
- ACCIDENTS ● SOFT GROUND RECOVERY
- BEACH AND CLIFF RECOVERY
- HEAVY WINCHING
- HISTORIC VEHICLE MOVES
- REPATRIATION TRANSPORT

Tel: 01726 883883
Fax: 01726 883820

CONTACT US TODAY

Email: cornwallcommercials@gmail.com

A1 RECOVERY LTD



24 Hour recovery for cars, all commercials, caravans, motorcycles. PAS 43, ISO 9001, Sector 17B. Car & commercial workshop, servicing & MOT's. Storage

Tel: 02392 244720


A One Stop, Bristol, Hampshire, POB Ltd
100-122, Forest Road, Alderbury, SP11 1AG - www.a1recovery.org

Farmworth Road, Fillongley, Coventry, Warwickshire CV7 8DY

Fillongley Garage
eric@fillongleygarage.com



T: 01676 540636 (24hr Control)
M: 07989 543276
F: 01676 542867



Basildon - Thurston - Saffron

**ASHLEY WOOD
Recovery**

A complete range of Breakdown Assistance & Recovery Vehicles are on call to deal with any type of breakdown or accident.

**24 Hour Control
01258 452595**

Basildon - Thurston - Saffron

BURNSIDE GARAGE LTD.
COLERAINE

24 HOUR



24 Hour Car & Commercial Recovery, Repairs, Automatic Transmission Rebuilders & Bosch Car Service Centre

BOSCH Service
APPROVED D CODE
MOT CENTRE

Units 2 & 3, 24 Ballyrashane Road, Coleraine, BT52 3NL
www.burnsidegarage.org.uk - info@burnsidegarage.co.uk
0844 414 2471 - From ROI Tel: 048 7032 0723

BOARHUNT
VEHICLE RECOVERY

Tel: 01329 282999

Head Office: Unit A Fort Warrington Ind Est, Military Road, Fareham, Hants PO16 8TT

Visit: www.boarhunt.co.uk
Fax: 01329 245396
Email: info@boarhuntrecovery.co.uk



24 HOUR RECOVERY COVERING HAMPSHIRE & DORSET

D&C FRY & CO

KINGTON LANGLEY GARAGE,
KINGTON LANGLEY,
CHIPPENHAM, WILTSHIRE
SN15 5PY

T: 01249 750228
OR 01249 750482

**24 HOUR RECOVERY
FOR CARS, WORKSHOP,
SERVICING, MOT'S**

MANCHETTS
RECOVERY SOLUTIONS



COMPLETE RECOVERY SOLUTIONS AND LOCAL FULLY EQUIPPED HGV WORKSHOPS AVAILABLE

24hr assistance
01223 918050
www.manchetts.co.uk

UNITY
UNITY RECOVERY SERVICE LIMITED



24/7 Recovery & Roadside Assistance Car & Commercial

John G. Rogers Director
Mobile: 07973 886 478

101-105 Edgehill Road, Leicester, LE4 9ED
Telephone: 0156 276 6326
Email: j.com@monstermail.org

MILLFORGE GARAGE



STOCKWELL ROAD, LLANION PARK, PEMBROKE DOCK, PEMBROKESHIRE, SA72 6TO

LIGHT & HEAVY RECOVERY
CAR & COMMERCIAL REPAIRS
24HR BREAKDOWN & RECOVERY
CLASSES 4,5 & 7 MOT TESTING STATION

T: 01646 684599
F: 01646 622886



**TO ADVERTISE
YOUR COMPANY**

Call Jazzy on 017885 72850
or email on
jazzy@avrouk.com

STAG LANE MOTORS

ISLE OF WIGHT 24 HOUR RECOVERY, REPAIRS, SERVICES & MOT



Family run, professional expertise that you can trust. Established in 1964, our business has been going strong for over half a century.

Stag Lane, Newport, Isle of Wight PO30 5TR
T: 01983 522443 F: 01983 825408 staglanemotors@btconnect.com
www.staglane-motors.co.uk

Did you know AVRO

are on FACEBOOK & TWITTER?



Like and follow our page on
Facebook...

AVRO Ltd

...and while your at it why not...

Follow us on Twitter!

@AVROLtd

We look forward to networking with you.

There is
no better
time than
now to click
that follow
button...



www.avro.com



Answers P.g. 22

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

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

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

BENEVOLENT FUND



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

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

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

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

Tel: 01676 540636

Email: eric@fillongleygarage.com

**NEW
DEPOT
NOW OPEN
IN LUTON**



RICHFORD

MOTOR SERVICES LTD

24hr Control Centre - 01773 835192

- Registered PAS 43 operator • MOT testing centre class 4 & 7
- ISO 9001 Certification • HGV roadside assistance • NHSS 17 and 17b certified
 - Full workshop repairs and diagnostics equipment
 - All operatives hold IVR ID and ADR license
- Full accident repairs centre for cars and commercials

DEPOT LOCATIONS

HEAD OFFICE
Dunsford Road
Alfreton
Derbyshire
DE55 7RH
T: 01773 835192

COSSALL DEPOT
Unit 3B & 4
Soloman Road
Cossall, Notts
DE7 5UE
T: 01159 444 944

HUTHWAITE DEPOT
Fulwood Road
Fulwood Road South
Huthwaite
Sutton-in-Ashfield
NG17 2JZ
T: 01623 556 868

TUXFORD DEPOT
Lodge Lane Ind Estate
Lodge Lane
Tuxford
Newark
Notts
NG22 0NL
T: 01777 872 177

LEICESTER DEPOT
33 Chartwell Drive
Wigston
Leicester
Leicestershire
LE18 2FL
T: 01162 885 820

SOUTH YORKSHIRE DEPOT
12 Farfield Park
Manvers
Leicester
Barnsley
South Yorkshire
S63 5DB
T: 01709 872 140

STOKE DEPOT
Govan Road
Fenton Ind Est
Stoke-On-Trent
ST4 2RS
T: 01782 844840



sales@richfordmotors.com
www.richfordmotors.com

