



# AVRO

## NEWS



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MOVE OVER!** 

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NOW EVERY  
MONTH IN AVRO  
NEWS**

.....  
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REGION 2  
DRIVERS**

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TACHOGRAPHS  
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EQUIPMENT  
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.....  
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(WORKING  
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📞 24hr Contact Centre: **01621 730009**

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



# Welcome

TO THIS ISSUE OF AVRO NEWS



Working within areas of smart motorways



Body-shop set fire to e-type jag during respray

## COVER STORIES

Watch this space and I trust that gives you an idea of what AVRO are doing

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

Send us your thoughts...

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

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Call Jazzy Bura today on 01788 572850 or email [jazzy@avrouk.com](mailto: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!



# GRAHAM'S GAB

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



First and foremost, I wish to welcome the following new members to AVRO:

Auto Services Perth Ltd  
Bellsburn Motor Services  
BIG Recovery & Transportation Ltd  
Chisholm's Recovery Specialists  
L M Recovery  
Roadside Rescue  
Ross's Garage Ltd  
Jackson's Recovery  
BSC Recovery  
Smartfit Autocentre  
Broad Oak Motors Ltd  
Howard Recovery  
Irish Car Express  
Car2go Vehicle Movement

They have recognised the real benefits of being associated with a well respected trade association, giving them support, a voice and the Kudos of membership, I would particularly like to welcome Gary Grieve of Furness Cars as he was recently voted on as Council member for Region 2 and is already making his mark supporting the National Council.

On the question of Regional Meetings, my view is due to diminishing attendances which is due to busy lives, social media and e-mails prove that a monthly meeting is too frequent as shown with number of attendees, and although I think it is important to get together perhaps quarterly meetings would work better which would then allow members to make that extra

effort to attend.

During the last four months I have ventured into Regions 1,2,3,4, and 6 and have received a warm welcome from all.

With my time schedule it is impossible to get round you all but it is my intention as I purposely try to have a face to face chat regarding our members concerns and views, for example, one Operator was concerned about the connection between AVRO and IVR (training) feeling they were committed to their trainers. After investigation I assured him that the Trainers within IVR were all independent and in fact self- employed and although our view is that they are best you were free to use whoever you choose provided they had the relevant qualifications.

While running a large Vehicle Recovery Business myself in Scotland of which we were a member of the association, I often heard the phrase 'What does AVRO do for us?'

Having now been a Council member for over 5 years, I can tell you first hand of two examples amongst many others to dispel that myth.

Some of our members have for very sad circumstances benefitted from the Benevolent Fund of AVRO which financially helped members bereaved families. Not often thought about until it happens, and it gives a financial lift to members families at times of desperate sadness.

For the Police Contractors among you, you will be aware of the ongoing Scottish Court case against Police Scotland as the legality of the Contract has been questioned. At this stage I am unable to elaborate further, suffice to say that a decision will be made very shortly and in fact a Consultation paper has been produced by SPA with a view to increasing the rates which are long overdue.

There are also other concerns to be addressed such as, 'how fit for purpose' are the Management Companies dealing with such contracts, also the question of Storage, where, at present the onus is on the Operator to store Police Vehicles on the scheme, why! I ask myself? That was never

the case in the past, why now?

Watch this space and I trust that gives you an idea of what AVRO are doing behind the scenes on your behalf, wherein, you as the member will benefit.

It has become abundantly clear in my travels that many of you suffer exactly what I suffered prior to my retirement and that is STAFF RECRUITMENT there is serious concern as to the availability of staff wishing to join our industry. The rates of pay are obviously an issue but also working conditions and basically the fact is it is a very demanding position and does not receive the recognition it deserves.

This comes back to rates as you can only pay what is governed by your income. The big problem of course is due to shortages and pressure to get the recoveries done working hours come into question and I would urge you to read our article regarding this topic

Training was discussed at several of my meetings and I am delighted to say AVRO can now offer this service. Please contact Sara for details. Finally, may I take this opportunity to wish our past President a happy retirement, Ellis is an unsung hero in many ways and will be sorely missed. She has been replaced by Stephen Smith and I have no doubt Stephen and his team of Regional Councillors, the girls who run Head Office, Sara, Jazzy and Mandy, and of course yours truly as Business Consultant for AVRO will be working very hard on behalf of our members

Finally , it is exciting times at AVRO just now with increasing membership and new team, full of enthusiasm , if you know of any colleagues in our Industry who would consider membership or if you have any questions you wish to ask me then please ask them to e-mail me on [graham@avrouk.com](mailto:graham@avrouk.com) and I will endeavour to answer them as soon as possible.

*Best Wishes Graham*

# AVRO PROUDLY WELCOME A NEW COUNCIL MEMBER

## Gary Grieves is our new representative for Region 2

'A brief account of myself' I must admit they are five words I did not think would disturb my sleep as much as they have, and in this industry we should be used to disturbed sleep by now.

I am Gary Grieve and I have recently taken on the roll of AVRO National Council Member for Region 2. Along with my brother, Kevin we run our family business Furness Cars & Commercials Limited based in South Cumbria. The business was started by our mother and father, Bob and Margaret in 1983 in the same village our main premises are today, Askam-In-Furness. Like many in this industry it was originally started as a village garage, but very soon moved into rescue and recovery, with the standard Ford Transit and Brian James trailer. Over the years the business has grown with an expanding fleet and staff. Myself and Kevin took the business over in 2003 after our father was involved in a serious road traffic accident. I recall that time very well and I can only describe it as bloody hard work, I must say at seventeen years old it made me grow up very fast and understand that the world does not turn in the way you thought it did when a teenager, but with that I must say if I could take that experience and put it in to a lesson on where you could teach others, it would be one hell of a character building exercise, it was for me. At the time we did not think we were ready for it, but like everyone else in this industry when that phone rings are we ever actually ready for anything and I think the years of being children watching it being done from the cab of a Ford D Series paid off in the end.

Myself and Kevin have continued to grow the business through hard work and dedication, not only of ourselves but our dedicated staff who we could



not do what we do without. In 2010 we expanded the business further and opened our second premises at Crooklands near J-36 of the M6, we now operate a fleet of 25 vehicles covering both lights and heavies and employ 30 staff.

Our area, being within the Lake District National Park, can receive upwards of 30 million visitors a year during the summer followed by devastating flooding and winters which cut areas off for weeks and months at a time coupled together with miles of single track road, mountain passes and motorists of today, it makes for interesting and challenging days at times, and no two are ever the same.

I consider myself a simple recovery man, I am not easy out of uniform, I am not for going to the doctor and holidays just get in the way. Over the years I have built great relationships with many fellow operators from

neighbours to the far end of the country, all who I would consider friends and enjoy meeting and talking with them and sharing the passion we all have for this industry. Whilst I never tire listening to recognisable stories from within the industry and its reactionary problem solving, I too find myself daily making split decisions and coming up with solutions which ultimately we all face. With this in mind, this is why I chose to put myself forward to join the AVRO National Council, I don't want to go on complaining or go on about the issues that affect our industry, I want to work along like minded people who demonstrate daily a vital vision of our industry and what we need to achieve. I will be honest, I knew there was an AVRO National Council, but what I did not know is that it met once a month at the AVRO Head Office in Rugby and the work and issues it is involved in. I have to say I have been taken aback by the dedication, passion and

outright commitment to this industry of the people who sit round that table demonstrate, all of who are from within the industry, working everyday within their own business not only trying to better the lives of their families and those who work for them, but the industry as a whole.

There are many high level issues been taken on by AVRO and some great ideas coming through, and these are being championed through the work of the National Council, again I did not realise as just a member what the vision of AVRO was, where was it going, what was it doing, but I would say to any member who feels as I did, rest assured the vision is there and AVRO is going somewhere, which is to the benefit of us all. Joining the National Council was a decision I made based on an unselfish belief that at times operators do not help

themselves. There is a huge passion within our industry and I want to take that passion and see it being used to put things right and in my view there is nothing wrong with our industry that cannot be put right by what is good about our industry.

The future of this industry is down to those who are in it, we are not shrinking violets, we are decision makers, we fit round pegs in square holes everyday and it's to stop the tail wagging the dog. All I would say to my fellow AVRO members is get on board with the vision, make of this what you want, but it is down to all of us within this industry to make of it what we want, no one is going to do it for us, you can sit back and say AVRO should be doing it, but we are AVRO, all of us. I do not want to try and give the impression I am someone I am not, as I have said I am the same as the next recovery man, but when the opportunity came to me to join the National Council at first I thought against it, but then thinking of a quote by someone with a lot more stature than me all those years ago but

putting a recovery stamp on it, I would say, ask not what AVRO can do for you, but ask what you can do for AVRO. Because doing something for and as part of AVRO, we are doing something for all.

I am looking forward to working with members in my region and further afield and the National Council members and I hope I can do some good for the benefit of us all, like us all my phone is always on and I am more than happy to hear from other operations if for nothing more than just a good old catch up.



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Blade D	✓	✓
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R.Rover Adaptor	✓	
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AS USED BY THE AA & RAC

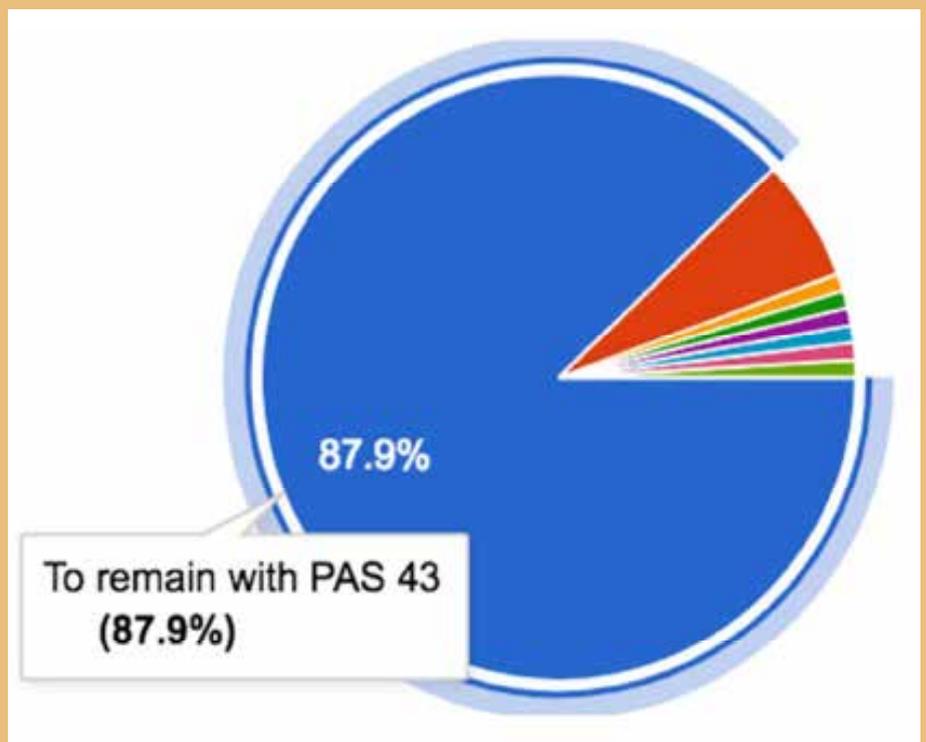


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# WHY CONSIDER ANYTHING ELSE PAS 43

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

A recent survey carried out by FoVRA (which consists of AVRO, RRRR, 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.



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## BONIFACE DELIVERS LATEST ADDITION TO LJ'S TRANSPORTATION FLEET

Boniface Delivers Latest Addition to LJ's Transportation Fleet

The team at Boniface were pleased to recently deliver a 5T Very Low Angle (VLA) covered transporter with second car lift to LJ's Transportation. The exceptional loading angle offered by the 5T VLA combined with the durable retractable cover provides the perfect combination for everyday recovery or prestige work as required.

The 5T VLA bed constructed from strong, durable and robust aluminium provides the maximum pay load whilst guaranteeing rust free performance for years to come. The additional fitting of the LED pathway lights and work lights to the headboard provides the operator with a well illuminated

working area when loading with the cover in the fully deployed position. However, the single man operation of retracting the cover to the headboard allows for the bed to be utilised as a standard slidebed should the task require. The 5t VLA is operated from a single push button control on the radio remote or via control levers housed in a locker at the rear of the vehicle resulting in a simple and quick deployment again and again. The addition of the 2T second car lift increases the capability of this durable vehicle allowing for 2 car recovery as and when the task dictates.

If you would like to know more about the Boniface VLA or any other of our products, give the Boniface office a call on 01842

754232 and ask for one of the sales team who will be happy to talk you through the product range. Alternatively, visit their web site at [www.boniface-eng.com](http://www.boniface-eng.com)



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## NOTHING WRONG WITH A GOOD PICNIC

We all enjoy a good picnic. But the term 'picnic' is now being associated with something far more sinister than a good honest sandwich; the term is also being associated with a serious security weakness in almost every IT system.

A great deal of time and money is spent by IT specialists and security experts to make sure our IT systems cannot be hacked by outsiders. The 'elephant in the room' is the risk of our own staff unwittingly being lured into disclosing secure information giving rise to the 'Problem in Chair, Not in Computer' concern, or 'picnic'.

Criminals have become very adept at getting around secure internet systems through 'social engineering', a process rather

similar to simply knocking on the front door and asking for information. Social engineering relies on psychological manipulation of people in ways that result in them either forgetting about, or innocently over-looking, normal security procedures and protocols.

One such example comes in the form of so-called 'phishing' e-mails which may look familiar or credible and that encourage staff to click on what looks like a trustworthy link. They are then asked to input data such as user names and passwords in the mistaken belief that they have arrived at a legitimate website.

It's easy to condemn staff for falling for such scams, but research indicates that a quite significant proportion of staff in

most businesses, senior and junior alike, can very easily, and entirely innocently, be lured into a 'phishing' trap. And it's the danger posed to a business through such scams that has led to IT experts and business managers alike recognising that perhaps it's the 'picnic' that's the

greatest threat.

To find out more visit the website: <https://www.towergateinsurance.co.uk/liability-insurance/smes-and-cyber-attacks>



# DON'T GET HACKED OFF ABOUT INTERNET FRAUD

## Don't be fooled by everything you see

**T**he emergence of the internet, and its dominance in our every day lives, has opened doors that were incomprehensible just a few years ago. The globe appears smaller; information more accessible; and who could forget...memes. However, with every good thing there comes someone to use it for nefarious purposes.

Online highwaymen, cyber-scammers, and internet thieves now roam the internet, educating themselves as to how best to take advantage of the online world for their own personal gain. Their primary outlet is Internet Fraud. Using the internet, they can acquire bank or personal information, simply trick you into parting with large sums of money or steal your identity in order to make transactions.

The purpose of this article is to briefly outline some of the most commonly used forms of internet fraud. Hopefully, by doing so it will make benevolent users of the internet more aware to the threat of internet fraudsters and aware of how to identify them.

## '419' Emails and Letters

This is probably the most well-known form of internet fraud. Such emails and letters are the classic invitation from some far-off millionaire who needs to pay an admin fee to move large sums of cash. The victim is usually offered a cut of the cash as a 'thank you' for assisting in payment of the admin fee.

Very often these correspondence claims to come from a West African, Ivory Coastal, or Nigerian Prince. Therefore, lending some degree of authority to the email or letter. The reputational damage that widespread scams such as these did to Nigeria actually caused the country to address such schemes in its Criminal Code; section 419. This is where the name originates from.

You may scoff at the idea of falling for such scams, but the reason that they still occur is because people do keep falling for them.

## How to Spot Them

Fraudsters will go to great lengths to try and make these correspondences appear legitimate, but they rarely make them

perfect. There will be spelling mistakes. Look out for formatting, grammatical or spelling errors, as these are usually good indicators of fraudulent scams.

Secondly, if your being asked to pay fees to acquire a larger amount of money, ask yourself 'why me?' The person on the other end of the computer doesn't know you and has no reason to trust you. Plus, there's the fact that no government or company would ever ask anyone to assist a cash transfer in this way.

Finally, you may later find yourself contacted by different people with a new proposition, or even claiming to be investigators looking into previous attempts to defraud you. This is likely to be the original fraudsters taking another run at you under a different name.

## Phishing

This is another commonly seen attempt to get one over on innocent internet users. These correspondence usually claim to come from your bank or some other entity in which you hold an account. They can claim to come from Amazon, Netflix, Sky, you name it.

The communications usually invite the would-be victim to follow a link to a website where they are required to update their personal details. In doing so, the victim is asked for his or her bank account details, or certainly details that might assist them in answering the security questions. Once they have secured this information, they will takeover a person's account and use those funds for their own gain.

Again, this is another form of internet fraud that seems obvious and easy to avoid. However, the reason it still takes place is because there are people being duped into parting with personal

information in this way. That's why I thought I would write this article, so that it can better assist those who still don't know how to recognise these scams.

Phishing doesn't just have to be done via email. There was a previous case of a website being set up to pose as HMRC and defrauding an enormous portion of society.

## How to Spot Them

Again, spelling and grammar are usually a dead giveaway for these sorts of scams. Any email or website that is properly regulated will not be riddled with such basic errors. There is also the fact that peculiar 'spe11ing' of words, or irrational use of 'cApiTals' is what fools spam filters into letting such emails through.

If they have your email address, but cannot discern your name from it, the email or letter prompting you to update your personal details will be addressed 'To our valued customer' or 'Dear...' followed by the email



address they have for you.

Very often, the correspondence or website will be branded, to lend authenticity. However, these brands are likely to have been copied and pasted using primitive software. The image will be blurry and of poor quality.

Lastly, constantly check your bank account. Look at the transactions you have made and see which ones you cannot remember making. By this, I don't mean that one daiquiri too many from the last time you painted the town. I mean obscure withdrawals or purchases from organisations you would not usually buy from.

### **Malware**

This is a less common method of internet fraud and is essentially a fancy way of saying 'you've been hacked.' Malware is software that is downloaded onto your machine, be it phone or computer, and turn it into something called a 'Bot.'

A Bot is a machine that will function just as it always has, but at the same time can be running alternative programs in the background.

Normally, malware is downloaded using either third party hard drive, or directly from the Internet. This occurs when you click on corrupted links to certain websites, or if you

open certain emails without recognising the sender.

Once installed, the malware begins scouring your machine to locate personal information or bank details that are saved. The whole concept of the online 'keychain' that saves all of your passwords is usually targeted for its information. In addition, any card details saved when purchasing clothes or other items online can be stolen and will be targeted by the malware.

In some situations, the malware will lock your files. Then, the fraudster will contact you to tell you that they will only release your files if you send a fee to them. It's pretty much a more sophisticated form of blackmail.

### **How to Spot Them**

Where a website or email tells you that you must download something, don't. If you've never visited the website or you don't know the sender, simply delete the email and ignore it. There are instances where such programs disguise themselves as anti-virus programs and attach themselves to urgent messages about how your machine is infected. Again, unless you've been specifically downloading anti-virus software, don't download these programs.

You will be able to tell if malware has been downloaded onto your computer, because its performance will suddenly drop without any warning or reason. The internet connection will become slower and you will struggle to access certain files.

Again, always check your bank account to ensure that no peculiar transactions have taken place that you can't explain.

### **Romance Scams**

The final scheme I'll outline is by far the most insidious. It's the familiar, Romance Scam. This is where you feel like you've met the perfect partner online through social media or a dating website, when in fact it is someone who has constructed a fake profile. The perpetrator uses the site to gain your trust, only to then ask for money or personal information.

An example of such a request would be where the person on the other end of the computer claims to be in a foreign country and needs money to fly over to visit.

Once a victim has sent over the money, that isn't the end of the fraud. The perpetrator will continuously come back with fresh and invented reasons why they need more cash. Due to infatuation goggles, the victim will continuously oblige.



### **How to Spot Them**

Where you strike up a relationship with someone online, they seem incredibly intrigued in yourself, but don't allow any questions about themselves. This is when you are likely to have been caught by an attempted Romance Scam.

If the picture of the profile online is too perfect. Don't get me wrong I'm sure incredibly attractive people are capable of falling for you, but the fraudster is likely to have taken the picture for their profile from a modelling website or a lesser known celebrity. That way they can access decent quality photos of people you are more likely to trust.

Lastly, where a person you have never met before starts repeatedly asking for money, alarm signs should go off in your head. Never send out money to people on online dating sites or social media to people who you haven't met.

### **Conclusion**

Internet Fraud is a very serious problem in the UK. Research shows that between 2014 and 2015, the average amount of money lost through cybercrime and internet fraud by men was £2,354. Whilst, the figure for women was £809. This, coupled with the fact that 70% of all fraud is enabled by the Internet, should give all online users cause to be cautious.

If you suspect that you have been the victim of Internet Fraud, report it to Action Fraud. This is the National Fraud & Cyber Crime Reporting Centre in the UK. It's important not to be embarrassed or reluctant to report any of the above frauds, as the only way to combat Internet Fraud is to report it.

**Action Fraud are contactable on  
0300 123 2040**



# SAFE VEHICLE TRANSPORTATION SOLUTION

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### Safe Vehicle Transportation Solution

The Home Office official road statistics report 23,505 vehicle fires in England alone in 2016/17

With the ever present danger of loaded fuel tanks, sources of ignition and the mass increase in the hybrid vehicle market, both roadside recovery and transportation must be safe, simple, and environmentally friendly.

Whether a vehicle just needs to be safely transported from A to B, or has been in a collision, broken down, or caught fire, the employer has an obligation to the safety of the workforce, all recovery passengers and the general public at large, including emergency services.

Fire & Rescue Services up and down the country have embarked on specialist firefighting training to combat lithium cell explosions and fires. Invariably this means learning about avoiding electric shock, whilst pumping a very high volume of water, onto a vehicle to cool and hopefully extinguish a battery or fuel fire.

The challenge for vehicle recovery specialists comes when the onus is on them to recover the vehicle and take it to a place of safe refuge. In cases where vehicle fires of any kind, and in particular lithium cell fires have occurred, irrespective of the efforts of roadside fire and rescue, the risk of re-ignition remains ever present.

If a recovered vehicle is on an exposed low loader, or in a non-protected box wagon, if ignition (or re-ignition) occurs the risk of rapid fire escalation must be handled and dealt with safely.

To help make the recovery operation both a safer and much cleaner one, FirePro UK can announce a world first for safe removal and transportation of vehicles.

The solution has been designed by a team of battery salvage experts and fire engi-

neering professionals, together they have engineered this special unit to allow ease of vehicle loading via a slide out hydraulic platform and connection to an internal winch that will haul the vehicle into the specialist container. Once inside, the external doors are shut to safely isolate the vehicle.

Once inside the vehicle remains fully protected against the outbreak of fire. This is achieved via internally powered smoke and heat detection system and external warning beacons.

When fires occur in confined spaces, heat will cause internal pressure to build up. An automatic over pressure vent will release this pressure, also any fumes and smoke, thus avoiding the chance of any explosion risk.

Should a fire occur whilst the vehicle is inside the container, the operator has the choice to release an automatic condensed aerosol fire suppression system. This is an environmentally safe dry chemical especially designed and independently certificated by numerous independent test laboratories including the Loss Prevention Council (BRE).

A second means of firefighting is provided in the form of a dry riser inlet, thus providing fire and rescue services the opportunity to safely fight a fire externally, by flooding the container with water.

"The cleaner one" has an internal battery power source that will run the internal electronics for up to a week. There is internal flood lighting and secondary means of escape via a rear egress door.

The container comes with optional hook load attachment or on wheels to allow a container lift to a standard size bed.

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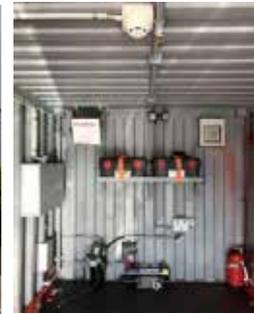
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# BODY SHOP SETS FIRE TO E-TYPE JAG DURING RESPRAY



## GARAGE WIRE

A charred shell is all that remains and is to be auctioned off for around £30,000.

## Fuel line was slashed and sparks from a welder caused the devastating fire which destroyed the £130,000 1966 classic

A vintage E-type Jaguar has been left destroyed after mechanics accidentally cut through the fuel line.

Petrol trickled its way across the workshop to where a welder was working and sparks ignited the fuel.

The flames spread across the workshop and soon engulfed the £130,000 classic car, leaving the owner devastated.

The charred remains is to be auctioned at Historics of Buckinghamshire where it's thought it could still fetch up to £32,000, despite it being officially recorded as a category B insurance loss.

Dominic Lake, of Historics, said: "It was an absolute one-in-a-

million freak accident and I've never heard anything quite like it.

"After so many years of ownership the vendor was devastated.

"He will never truly replace a car like this.

"You can always get a new car and there are plenty of E-types about, but you can never replace the three decades of memories.

"You would constantly be comparing and contrasting and it would never stand up, which I think it one of the main disappointments for our vendor.

"But there is a big market for E-types Jaguars, even ones in this condition can do well at auction.

"We have given it a pre-sale estimate of between £27,000 to £32,000."

Article courtesy of Garagewire

## 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](mailto:eric@fillongleygarage.com)**



## Guide for recovery operations

### Note from AVRO

After requests to publish drivers hours and tachographs the following extract has been taken from pages 11,12,13 and 14 of the DVSA Guide for Recovery Operations. This guide can be found at the provided web address below.

<https://www.gov.uk/government/publications/guide-for-recovery-operations>



# Drivers' hours and tachographs

- ▶ The rules on EU Drivers' Hours and tachographs exist to govern the driving hours and rest periods of drivers who drive commercial goods vehicles, which can include some recovery vehicles.
- ▶ You do not have to conform to these rules if you always drive a specialised breakdown vehicle within 100 kms of your base.
- ▶ Drivers of specialized breakdown vehicles who are not in scope of EU Drivers' Hours Rules are subject to GB Domestic Rules.
- ▶ Most drivers of recovery vehicles (as defined), who enjoy exemption from EU rules, do not need to keep records of their domestic hours.

**Vehicles with a maximum permitted gross vehicle weight exceeding 3.5 tonnes, or vehicle and trailer combinations with a maximum permitted gross train weight of more than 3.5 tonnes when used in connection with the carriage of goods or burden, are required to have tachographs fitted, and the drivers are required to adhere to the EU Drivers' Hours Rules. However, there are several exemptions which apply to specific types of operation.**

## Specialised breakdown vehicle

The EC drivers' hours rules (Regulation (EC) 561/2006) take a slightly different perspective on recovery operations. Rather than give an exemption to "recovery vehicles", Regulation 561 talks about "specialised breakdown vehicles" with a further caveat of "operating within 100 km of their base".

Whereas the definition of recovery considers the vehicle's physical construction as well as use, the drivers' hours exemption extends only as far as the type of vehicle. Therefore, as long as a vehicle's construction, fitments or other permanent characteristics were such that it would be used mainly for removing

vehicles that had recently been involved in an accident or had broken down, it could be exempt, regardless of its use.

## Implications of 100 km radius

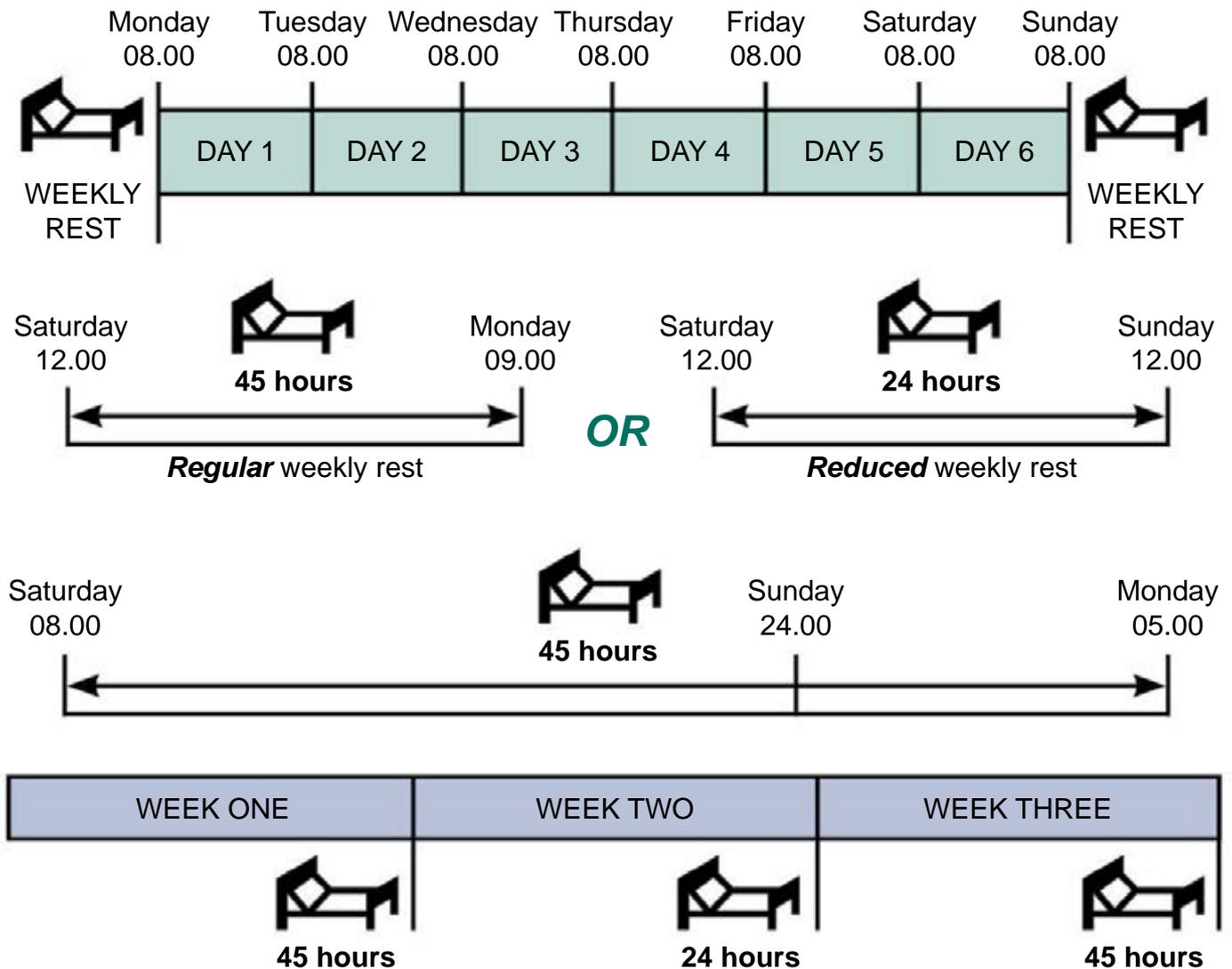
With regard to the definition of "base" in relation to the 100 km radius threshold, the distance must be measured from the place where the vehicle is normally kept.

The 100 km radius is often the cause of some difficulty where a journey exceeds that threshold. For example, a driver who is out of scope by virtue of operating within the maximum radius for most of the day, but is required to travel outside the threshold, is then deemed to be in scope. In situations like this, the driver is required to keep a tachograph record as soon as he knows the maximum radius will be exceeded. The driver is also required to manually record all work for that day, up until the point of keeping a tachograph record.

Where a person drives a vehicle which is in scope of the EU drivers' hours rules, not only do the rules apply for the whole of that day, they must also abide by the rules on weekly rest for that week. This driving done in scope of the EU rules must be recorded by a tachograph for the day in question, but if a driver reverts to domestic hours rules on subsequent days, there is no requirement to make tachograph records for those subsequent days. From a very basic perspective, the EU rules require a driver to take a weekly rest period of at least 45 hours – that is an uninterrupted period which is legally referred to as a "regular weekly rest period". There are however, various other rules which mean that a weekly rest period needn't always be at least 45 hours, and these are explained later.

## Weekly rest

### An example of a weekly rest pattern



### The rules on weekly rest are summarised as follows;

- ▶ A driver must start a weekly rest period no later than at the end of six consecutive 24 hour periods from the end of the last weekly rest period.
- ▶ In any two consecutive 'fixed' weeks a driver must take at least two regular weekly rest periods, or one regular and one reduced rest periods.
- ▶ A regular weekly rest period is a period of at least 45 consecutive hours.
- ▶ A reduced weekly rest period is a period of at least 24 consecutive hours, but less than 45 hours.
- ▶ If a reduced rest is taken, the reduction must be compensated by an equivalent period taken in one block before the end of the third week following the week in question.
- ▶ A fixed week is the period 00:00 hours on Monday until 24:00 hours on Sunday.
- ▶ The working week is not required to be aligned with the fixed week – midweek weekly rest periods are perfectly acceptable.
- ▶ A weekly rest period which falls over two fixed weeks may be counted in either but not both.

For the full Drivers Hours and Tachograph guides and leaflets visit:

[www.dft.gov.uk/vosa/publications/manualsandguides/drivershoursandtachographguides.htm](http://www.dft.gov.uk/vosa/publications/manualsandguides/drivershoursandtachographguides.htm)

The following table summarises the current limits on drivers' hours as specified by the EU rules.

Breaks from driving	A break of no less than 45 minutes must be taken after no more than 4.5 hours of driving. The break can be divided into two periods – the first of at least 15 minutes long, and the second at least 30 minutes, taken over the 4.5 hours.
Daily driving	Maximum of 9 hours, extendable to 10 hours no more than twice per week.
Weekly driving	Maximum of 56 hours
Two-weekly driving	Maximum of 90 hours in any two week period.
Daily rest	Minimum of 11 hours which can be reduced to a minimum of 9 hours no more than three times between weekly rests. May be taken in two periods, the first at least 3 hours long and the second at least 9 hours long. The rest must be completed within 24 hours of the end of the last daily or weekly rest period.
Multi-manning daily rest	A 9 hour daily rest must be taken within a period of 30 hours that starts from the end of the last daily or weekly rest period. For the first hour of multi-manning, the presence of another driver is optional, but for the remaining time it is compulsory.
Ferry/train daily rest	A regular daily rest period (of at least 11 hours) may be interrupted no more than twice by other activities of not more than 1 hour's duration in total, provided that the driver is accompanying a vehicle that is travelling by ferry or train, and provided that the driver has access to a bunk or couchette.
Weekly rest	A regular weekly rest of at least 45 hours, or a reduced weekly rest of at least 24 hours, must be started no later than the end of 6 consecutive 24 hour periods from the end of the last weekly rest. In any two consecutive weeks, a driver must have at least two weekly rests, one of which must be at least 45 hours long. A weekly rest period that falls in two weeks may be counted in either but not in both. Any reductions must be completed in one block by an equivalent rest period added to another rest period of at least 9 hours before the end of the third week following the week in question.

## Relay operations

Many recovery vehicle operators transport broken down vehicles by relay, which is a legitimate method of removing the 100 km restriction in relation the application of EC drivers' hours and tachograph rules. For example, if a broken down vehicle is required to be transported 150 km, two vehicles could be used to complete the whole journey, and as long as both vehicles operate within 100 km from their base, both drivers are out of scope.

## Tow Dollies & A Frames

Many breakdown companies now use light vans for private car recovery. As well as tools and spares, the vans also carry vehicle recovery systems (VRS) or tow dollies. When the VRS is merely being carried in the vehicle and aren't in use, there is no requirement to comply with the EU drivers hours and tachograph rules. However, when the tow dolly is being used to carry a disabled vehicle, and the vehicle is being used outside a radius of 100 km from base, a tachograph needs to be installed and used. The vehicle combination will be in excess of 3,500 kgs, so bringing it into scope with Regulation 561/2006.

The same rule also applies where A frames are used, and the total weight of the towing vehicle plus disabled vehicle are in excess of 3,500 kgs.

## Domestic drivers' hours rules

Generally, any vehicle or vehicle operation which is exempt from the requirements of EU Drivers' Hours, is governed by the GB domestic drivers' hours rules. The domestic rules regarding goods vehicles are very straightforward and consist of a 10 hour daily driving limit and an 11 hour daily duty limit. Furthermore, the daily duty limit is based on accumulated time, and not 11 hours from 'clocking on'. So, by way of an example, the following shift pattern would be acceptable;

four hours work – one hour rest – four hours work – one hour rest – three hours work

Again, as recovery vehicles are deemed to be, first and foremost, goods vehicles, there is a legal requirement for all recovery vehicle drivers to be driving in scope of the domestic drivers' hours rules at the very least.

A recovery vehicle which merely tows, and does not carry any goods, would normally be classed as a locomotive, and therefore not a 'goods vehicle' as such. All other recovery industry vehicles generally remain classified as goods vehicles.

The recovery industry does not enjoy any specific blanket exemption to these rules, although for drivers who don't drive any more than four hours in a day, there is no requirement to keep records. It's also the case that drivers of vehicles which are exempt from operator licensing are not required to keep records in relation to the drivers' hour rules.

In exceptional circumstances, drivers are exempt from the domestic rules where there is a "danger to the life or health of people or animals" as described by the Transport Act 1968. So, for example, people being stranded due to severe weather, would be a situation which would qualify for this exemption. Any such departure should be recorded, with reasons for the departure clearly explained.

Extract taken from DVSA Guide for Recovery Operations

 Driver & Vehicle Standards Agency

END

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# PERSONAL SAFETY & PROTECTIVE EQUIPMENT & CLOTHING (PPE)

The subject of personal protective equipment (PPE) can be the subject of much discussion within the recovery industry.

- Where can I get the cheapest?
- Which is best?
- Do I need it all?

The questions can go on and on. In reality for those of you who have PAS43 Clause 7 is clear and precise in relation to this subject.

Firstly management shall familiarise themselves with their legal obligations in regard to the provision and use of PPE (Clause 7.1) It also states that management shall provide operatives with suitable protective equipment that being based on a risk assessment of the type of work carried out and activities likely to be encountered.

**As a minimum management are required to provide and train operatives to wear as a minimum the following: (Clause 7.2)**

- (a) Highly visible reflective clothing apart from whilst driving or working indoors.
- (b) Safety footwear

**Additional safety equipment can be provided but these must also conform to regulations. This may include: (Clause 7.3)**

- (a) Personal eye protection.
- (b) Protective gloves.
- (c) Ear defenders.

**Standards for equipment (Clause 7.4)**

- (a) Reflective clothing must comply to ISO EN 20471 Class 3 as a minimum
- (b) Safety footwear to comply with BS EN ISO 20345
- (c) Eye protection to BS EN 166
- (d) Protective gloves to BS EN 388. Where the operative may deal with electric vehicles it is recommended that the gloves comply with BS EN 60903 Class
- (e) Safety helmet conforming to BS EN 397
- (f) Ear defenders which conform to BS EN 352-1

A uniform or overall bearing identity of organisation should also be provided according to the PAS43 standard.

All safety equipment will be maintained in a serviceable state and defective equipment should be reported to management. Where equipment is defective it must be replaced.

Just remember as an employer you are required to comply with the standard and as an operative you must adhere to your company Operational Procedures or Work Instructions in relation to all equipment.

Article by RIES Ltd



Recovery Industry Engineering Standards

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

## PAS 43

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**Supporting The Vehicle Recovery Industry**



Work-wear images provided by RED

# RECOVERY EQUIPMENT DIRECT GUIDE TO CHOOSING HIGH VISIBILITY PPE

Protective clothing is a vital tool in protecting your recovery operators at the roadside. There are strict guidelines in place, but these can be confusing. Workwear can differ greatly depending on quality and price, this can affect how comfortable the garments are to wear, how they fit, how well they stand up to the rigours of the recovery job, and how appealing they are in appearance. All of these factors are important – as the last thing you want as the owner of a recovery business is for your team not to put these protective garments on when they are working on the roadside.

Things to consider when selecting your PPE uniform:

## Conspicuity and Safety:

To work on a roadside above 50mph recovery operators must wear high visibility clothing that is certified to ISO EN 20471 Class 3. ISO EN 20471 is an international standard that imposes requirements on visible work wear for employees in high-risk areas. Using the right safety work wear is important and must be prioritised. The standard takes into account three main areas

1. The area of fluorescent fabric used. Fluorescent fabric increases the wearer's visibility during daylight hours. Maintaining cleanliness of the garments is vital to ensure the effectiveness of the garment.

2. The area of reflective tape used. Reflective material is vital for ensuring the wearer's visibility during poor light or darkness. The tape reflects

lighting e.g. vehicle headlights, and should outline the body so that wherever the wearer is standing any exposed part of the body reflects and becomes visible.

3. High visibility after repeated use. The garments must indicate the maximum number of washing cycles the fluorescent colour and reflective tape are designed to withstand, and remain as effective. The standard test is up to five washes, however most high quality garments will last a substantial amount longer than the minimum set by the EN Standard.

The different ISO EN 20471 Class levels are determined by: Minimum areas of visible material in m<sup>2</sup>

	Class 3 clothing	Class 2 clothing	Class 1 clothing
Reflective Tape	0,20 m <sup>2</sup>	0,13 m <sup>2</sup>	0,10 m <sup>2</sup>
Fluorescent material	0,80 m <sup>2</sup>	0,50 m <sup>2</sup>	0,14 m <sup>2</sup>

All Class 3 garments must cover the torso and have as a minimum either sleeves with retro reflective bands or full length trouser legs with retro reflective bands. If a short sleeve is covering a torso band, retro reflective tape must be fitted on the sleeve.

**This EN number, and Class level will be printed on the label inside the garment – do not select garments that do not have this marking, as they may not conform due to poor quality fabric or tape.**

Best practice would always be that PPE garments have both fluorescent and reflective material at their shoulders, torso, wrists and ankles, to



outline the whole body at all times, day and night. That way should only part of the body be in a vulnerable position, for example coming out from under or behind a casualty vehicle, these areas will still all be seen.

## Durability and Image

Work wear should be engineered to protect your operators, however extreme the working environment. Look for tough hardwearing poly-cotton fabrics. Ideally choose garments that are two-tone, so they have dark areas around the bottom of the trousers, cuffs, across the middle – these are the areas which are going to get the dirtiest. This

way the garments look cleaner, and more professional for longer. The highly visible areas should, brighter and more visible for longer.

Also look for garments that are produced using protective treatments on the fabric which resist oil and water, this will mean that they are less likely to stain, with all dirt being easier to wash out.

Opt for badging your uniform – this presents your business as more professional to your customers, and is reassuring for those more vulnerable clients you whose vehicles may have to recover. Be wary of embroidering waterproof garments – this will let the water in!

Choosing more stylish uniform will encourage your team to wear it every time they step out on the roadside, which will keep them safer.

### Comfort and Mobility

As well as looking good, clothing needs to be comfortable to wear. If garments do not fit well, or are not breathable or fully waterproof this could result in operators being less likely to wear them every time they go out. Work wear garments are a good option for warmer months, they can still be water resistant, again look for treated fabrics to repel the water and oil, but they are lighter and highly breathable.

For the essential waterproof PPE, a good EN standard to look for when choosing garments is EN343. This indicates both the waterproof levels and breathability levels

of a garment. The symbol indicating EN343 has two digits next to it when it is printed in the garment, one above the other. The top digit (1, 2 or 3) indicates how waterproof the garment is, "3" being the highest level. The bottom digit (1, 2 or 3) indicates how breathable the garment is, again "3" being the highest level available.

Keeping dry, yet not getting uncomfortably hot or sweaty when doing physical work, is preferable, and will mean the garments are worn more often.

Wherever possible buy trousers with knee pad pockets, and provide the kneepads, this will go a long way to protect your operators' knees and prevent problems in the future.

Good quality, high performing PPE garments do not need to cost the earth, but they are

worth investing in to ensure they stand up to the job, last for a reasonable amount time, and wash well.

If you have any questions about PPE in general, or the range available at RED, please call the team on 01608 223200 or visit the website [www.red-bhw.com](http://www.red-bhw.com)

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## FIAT MODEL CAUSING EARLY FAILURE OF STARTER MOTOR

**A fault on a Fiat model, triggered by a corroded earth point which results in poor starting, is causing premature failures, rotating electrics specialist, Autoelectro, has warned.**

The starter motor for the Grande Punto 1.4 (2006-onwards), because of the poor electrical connection, has been known to excessively crank. As a result, the component begins to burn out and fail.

To avoid such problems, technicians are advised to remove the earth point, clean and lubricate it, before installing the replacement starter motor; however, if the fault has already occurred, check the condition of the earth point, which can usually be found under the windscreen washer reservoir, before fitting the replacement starter motor.

Below is a list of symptoms that indicate potential failure:

- ◆ Blue colour on armature shaft near pinion
- ◆ Rattling inside motor when starter motor is shaken
- ◆ Burnt smell from inside the starter motor



- ◆ Damaged teeth on starter motor
  - ◆ Burnt/discoloured/melted/broken wire from solenoid to starter body
- Failure to rectify the fault above will result in early failure of the replacement starter motor and the warranty will be void. This latest technical bulletin is one of more than 500 available to subscribers to Autoelectro's website. Not only can users access the library to solve issues that arrive in their workshop, but the latest bulletins will be delivered to straight to their inbox.

If, however, technicians still want to pick up the phone, then a member of the remanufacturer's team of experts, based at its Bradford headquarters, will happily take their call. There is also a live chat facility online. [www.autoelectro.co.uk](http://www.autoelectro.co.uk)



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# SURVIVE BEST PRACTICE GUIDELINES

## WORKING WITHIN AREAS OF 'SMART MOTORWAYS'

### B.4 WORKING WITHIN AREAS OF 'SMART MOTORWAYS' (FORMERLY KNOWN AS MANAGED MOTORWAYS AND ACTIVE TRAFFIC MANAGEMENT ATM)

As part of the 'Smart Motorways' programme, Highways England has introduced two new road designs.

- Dynamic use of the hard shoulder as a running lane (as and when required)
- All lane running (permanent conversion of the hard shoulder to a running lane) – all breakdowns in the carriageway will be live lane breakdowns

Under these arrangements, SOS Areas have been installed to provide places of relative safety for broken down vehicles. The emergency areas have recently been redesigned and in future will have a highly visible orange road surface and better signs to help improve their visibility, provide greater indication of their location and discourage drivers from using them in non-emergency situations.

They will also have road markings in to indicate the most suitable place for a vehicle to stop, such that a recovery vehicle can access the ERA and recover the stranded vehicle efficiently.

In order to help ensure the safety of the Technicians and the motoring public, the following working procedure has been agreed re SOS Areas:-

When attending a broken down vehicle in an SOS Area, especially an LGV, the Road Recovery Operator should contact Highways England RCC if assisted entry to an SOS Area is required where it is known, or is likely that the RRO will need to slow significantly or stop in a lane adjacent to an SOS Area. A lane closure or a rolling road block may be required to safely enter the SOS Area in some

circumstances. Liaison with Highways England RCC will determine the best approach. Any signals set should remain in place until you have safely left the scene. If Traffic Officers are not present and signals are still set, ensure you notify RCC when you require the lane to be reopened.

#### Technicians

1. If a dynamic hard shoulder is not being used as a live running lane then the Technician can exit the SOS Area as normal, using the hard shoulder to accelerate to an appropriate speed consistent with the traffic on the carriageway before re-joining the motorway;

2. Or if the hard shoulder is being used as a live running lane and the Technician is reasonably satisfied that they can exit the SOS Area safely without assistance, then the Technician should contact the RCC using the Emergency Telephone located within the SOS Area, and notify the RCC of their intention to leave the SOS Area without assistance. The RCC should be aware of the presence of the Technician and the casualty vehicle in the SOS Area via the CCTV cameras located on the motorway. Where the casualty vehicle has been repaired, the Technician should advise the driver of the casualty vehicle of the recommended procedure for re-joining the carriageways.

3. Or if, however, the hard shoulder is being used as a live running lane and the Technician considers that they require assistance to exit the SOS Area, for example this will normally be required when towing a casualty vehicle or if speed and/or density of passing traffic is high, then the Technician should contact the RCC, using the Emergency Telephone located within the SOS Area, and request assistance.

#### RCC and HE Traffic Officer Assistance (if present)

If the resources are available,

the RCC and the Traffic Officer If the resources are available, the RCC and the Traffic Officer patrol will provide one or more of the following types of assistance to enter or exit an SOS Area:

Entering an SOS Area - Where assistance is required to enter an SOS Area, contact Highways England RCC and provide a telephone number allowing direct contact between HE Traffic Officers and the Technician. Where possible the RCC operator will pass the following details, to the RRO, to assist recovery:

- The position of the vehicle occupying the SOS Area

- Whether there is sufficient space ahead of the vehicle for the RRO to safely enter it without Traffic Officer assistance.

Exiting an SOS Area - On section of smart motorways, the Technician will be asked to wait within the SOS Area until the relevant part of the hard shoulder or lane 1 is closed to traffic or lane divert arrows have been set. Once the RCC has confirmed appropriate signals have been set, the Technician should check that traffic has cleared from the hard shoulder/ lane 1 (and, if the gantry beyond the SOS Area is visible, that a red X or lane divert arrow has appeared on the gantry over the hard shoulder/ ;lane 1) before attempting to leave the

SOS Area. This is considered to be the preferred type of assistance should the Technician have any concerns over their ability (or that of the customer) to safely exit the SOS Area.

2. The Traffic Officer patrol, if they attend, can use their vehicle to provide a rolling road block in order to facilitate the Technician's safe exit from the SOS Area. The RCC will also set the signs and signals to display 'SLOW VEHICLE LEAVING REFUGE' on the gantries approaching the SOS Area to advise other drivers that a slow vehicle is leaving the refuge area.

If agreed with the RCC that a rolling road block will be provided, the Technician should position their vehicle in readiness to leave the SOS Area and should only exit the SOS Area when they can see both that the Traffic Officer's vehicle is approaching and that the dynamic hard shoulder/ lane 1 is clear in front of that vehicle. The Technician should pull out a safe distance in front of the Traffic Officer vehicle and proceed onto lane 1 with caution when the TO vehicle's lights are seen and no vehicles are seen between the SOS Area and TO vehicle.

Extract taken from SURVIVE (BEST PRACTICE GUIDELINES) (Pages 36, 37, 38) <http://www.survivegroup.org/pages/publications/best-practice-guidelines>



# NETWORK TRAINING PARTNERSHIPS AWARE SERIES OF TRAINING

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NTP's AWARE Series of courses will not be beaten on quality, originality or delivery - [www.aware-series.co.uk](http://www.aware-series.co.uk) Here are a few of our courses that are available as 7-Hour DCPC modules, online or standalone training:



### DriveAWARE

This course focuses on prevention, protection & performance by looking at aspects of a driver's lifestyle, their health & wellbeing as well as use of the vehicle, defensive driving, hazard perception & awareness, fuel efficiency, motorway systems and all environment factors.

This course has been designed for anyone that operates a company vehicle. Available as an online interactive training package and developed with our partners at Fusion GFX the course will greatly improve the knowledge of employees and help to prevent accidents.

### Topics

- ◆ Daily Checks – why and when?
- ◆ Hazard Awareness

- ◆ Physical & Mental Health
- ◆ The System of Vehicle Control
- ◆ Observational Links Perception – how we see things compared to others
- ◆ Smart motorway systems and the red cross campaign  
Effects of alcohol, drugs (Inc. Over the Counter and prescribed drugs)
- ◆ Sleep deprivation.



### Counter-Terrorism and SecurityAWARE

Our most popular training module. This course raises awareness about the ever-increasing terrorist threat and identifies the soft and hard targets within the transport industry and worldwide. Learners are asked to consider threats from within their own organisation as well as encouraged to explore the change in society in order to be able to evaluate the potential risk. They also analyse the use of social media and the ease at which intelligence can be gathered through open-source profiling.

### Topics

- ◆ Explain and discuss the meaning of terrorism and identify potential terrorist threats
- ◆ Discuss the requirement for vehicle security within the transport industry
- ◆ Explain the acronym 'HOT' and recognise the actions required
- ◆ Identify and discuss potential soft targets and possible Shootings and Vehicle Attacks
- ◆ Security Awareness: Vigilance, Encouraged, Confidence and Training
- ◆ Cyber Security and Social Media.



### Electric Vehicle and HybridAWARE.

This course looks at the various electric vehicle & hybrid technologies available to users and the H&S implications when dealing with these vehicles. Learners will be required to identify the key components of the EV & Hybrid side and how to power up and power down these systems safely. For those in the roadside and recovery industries, emphasis will be placed on the safe isolation of the vehicle prior to loading and/or recovery of the vehicle.

- ◆ Identify hazards
- ◆ Legislation
- ◆ Risk Assessments – including dynamic
- ◆ Internal company policies
- ◆ Safe loading and unloading
- ◆ Identify key components
- ◆ First Aid



### Mental HealthAWARE.

Mental Health issues within the transport industry have a direct impact on performance within the work-force.

The course raises awareness about Mental Health disorders and related issues, explores the reasons, signs, symptoms and risks associated with these and finds ways to identify positive measures to help prevent and improve health and wellbeing.

What is Mental Health and what does it mean to you and your organisation?

- ◆ The common Mental Health disorders and associated signs and symptoms.
- ◆ How does unhealthy coping mechanisms such as alcohol and drug misuse affect safety and increase accident rates
- ◆ Are Mental Health related issues affecting your workplace
- ◆ Identify preventative measures and ways of improving employee well-being
- ◆ How a positive Mental Health culture can increase health, safety, morale, staff retention and productivity



### BusinessAWARE

Is an overview of the specific requirements placed upon the driver and Operator. Learners will evaluate the Mission Statement for the company (Required) to be able to understand the need to support it. Learner will discuss the requirements of an 'O' licence and further evaluate the impact on them. Emphasis is placed on the companies' policies and procedures, such as alcohol and drugs, internet and social media, mobile phones and multimedia devices, disciplinary procedures etc.

This is done in conjunction with the company to ensure that course content is specific to them. Additional topics include licence and medical requirements, daily checks, PPE and H&S etc.

Available as a 7-hour DCPC Module why not let NTP conduct your induction process for you?

- ◆ Introduction to BusinessAWARE
- ◆ Mission Statement (MS) of the Business
- ◆ Identify the legal requirements from a company's perspective
- ◆ Company Specifics, policies and procedures
- ◆ Introduction to the OCRS system
- ◆ Legislation and introduction to the

- ◆ law
- ◆ Driver Specifics



### RoadsideAWARE.

This course is aimed at those professionals who are required to attend vehicle breakdowns and recovery tasks. The course takes the learner from the start of a shift, ensuring that all legally required checks are conducted in accordance with the relevant legislation, such as LOLER, PUWER, C&U Regs, PPE Regs, Road Traffic Act etc., through to arriving at the scene with the intention to recover and/or repair and conducting the necessary conditioning reports.

Done in conjunction with Electric Vehicle and HybridAWARE and the RoadsideAWARE Practical course delegates will be able to achieve 21-hours DCPC hours and an IMI Quality Assured Programme qualification.

- ◆ Dynamic Risk Assessments
- ◆ Health & Safety
- ◆ Vehicle Conditioning Report Forms
- ◆ Customer care, Communication, Legislation
- ◆ Mental and Physical Health
- ◆ Safe loading and unloading



PublicAWARE looks at and develops the skills necessary to communicate with people in various situations, both verbally and non-verbally. Close links are made to dealing with people on a customer basis by looking at our own needs and then discussing the issue of 'What we EXPECT, We SHOULD deliver'. Communication and confidence building tasks are part of the module in order to improve

- ◆ Dealing with Vulnerable Road Users
- ◆ How to adapt to situations
- ◆ Effective Communication
- ◆ Compliance
- ◆ Health and Safety of the Public
- ◆ Customer Care

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Go Above and Beyond.



# UTILITES LAND ROVER RECOVERY JOB

Our recent trip into the countryside.....its the closest we will ever get to a holiday in the recovery industry!

This is a Utilities Cherry picker Land Rover that's rolled over on a very steep hillside.....and a very long way from the nearest hard standing!

The gradient was so severe we had to recover the Land Rover through two fields before we could find anywhere flat enough to stand it back up again!

The Land Rover was recovered using the Cummins powered AWD/Bedford 6x4 fitted with a 30 Tonne Metre crane.

Our casualty Land Rover suffered very "light" damage, and will soon be back in action.

Jon Beech





# AVRO WELCOMES A NEW MEMBER BIG RECOVERY & TRANSPORTATION

Big Recovery & Transportation Ltd is a local family run business based in Dundee Scotland. The business started operating in 2016 and has gone from strength to strength In the last 24 months and is continually expanding, we currently run a fleet of 8 vehicles ranging from small service vans with RDT's up 7.5t slidebacks, we currently employ 8 members of staff between the recoveries, bodyshop and workshop.

We pride ourselves in our exceptional

customer service, we want the customer to feel that nothing is ever too much hassle for us, we also aim to be with any customer in their time of need within 30 mins and try and take the stress away from the stricken motorist as we understand that breaking down can be very stressful, we also do a lot of community payback which details of past events can be found on our facebook page or simply search Big Recovery & transportation on Google.



# AVRO WELCOMES A NEW MEMBER BSC RECOVERY



## The Story So far

Firstly, I would like to thank AVRO for inviting me to be a member, it's a pleasure and I am delighted to be asked to be part of AVRO's bright future.

BSC Recovery was born in 2009 with me, Baz Cooper at the helm. Venturing into the world of recovery was tough with using just a 4x4 and trailer, buying and selling a few cars and scrapping a few which turned into recovering a few cars for local garages which we still serve today.

As some of you know my pleasant smile, manner and service made for an excellent reputation. It didn't take long after this for us to get our first truck ( J Reg Midliner) with this we could provide better services.

Developing BSC Recovery in my mind has been slow but looking back over the years I thrive from the job and the challenges set to me not only from the industry but from

day to day work.

2011 saw us work with others in the industry be it small and large companies, so premises were in order, a small yard was found shortly after the yard next door was taken on, which again as BSC Recovery grew progression was needed

In 2013 we took the brave move forward to Penny Hill Lane, where the team could have everything in one place, with its huge workshop, indoor and outdoor storage, an ideal spot for quick access to Rotherham, Sheffield and Worksop, this really put us on the map with its space for multi cars and motorway access.

"Penny Hill Lane has been amazing for us, we have space for so many different activities:) conduct repairs, customer waiting areas, control room, reception as well as safe and secure parking under a lot of CCTV cameras for our growing fleet, I don't think we will be at Penny Hill

Lane forever but until the next stage that's where we will be"

## The Fleet

1 x Multi Car ( 6 Car )

## Slide Beds

1 x Accident Unit  
1 x Iveco (flying Carpet)  
1 x Renault Midlum  
1 x Merc Ategio  
1 x Iveco Daily

## Beaver Tail

1 x Renault Master

## Service Vans / Support

2 x Nemo  
1 x 206 Van  
1 x 4x4  
1 x Audi Support Car

Our fleet has been growing nicely and this year we have made an effort in showing it all off at the likes of truck shows, carnivals, open days and fun days, using social media to the best we can.

Social media has been high on the agenda and has played a major part of my business success so far, Professional Vehicle Recovery Network UK has been a successful group and this group alone has been accepted well by the industry and can be very useful, the page wasn't set up by me but was nominated by a good friend Gary Mason, as time has gone on I have become the main admin.

At BSC Recovery Penny Hill Lane site we pride ourselves by our vehicles and premises with everything very clean and presentable, possibly my 10 years military background

alongside my can-do attitude reflects in my selected team members.

I cannot speak highly enough of my staff as without good staff the company wouldn't be where it is, not forgetting behind every good man is a good woman and the support from Di has been amazing, 99% of the things we do are



BSC related on and off duty.

I am a major supporter of the SDMO "Slow Down Move Over" campaign and I would like to congratulate Paul Anstee on his hard work with it, maybe just maybe it will finally bring the industry together and unite as one no matter what colour vehicle we drive or what uniform we wear

I would also like to thank Gary Tucker for his great work with Network Training Partnership and for the AWARE series of courses he offers, and we have attended.

"Thanks for having me AVRO the future is bright"

Baz Cooper  
BSC Recovery



# Member Benefits



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



## Massive discounts negotiated for AVRO members on many products and services:



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Licence Check, AVRO's driving licence verification service at preferential rates.



AVRO members receive discounts for communications and broadband services



Discounted insurance premiums for AVRO members



Discounted commission rates for AVRO members



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

# AVRO MEMBERSHIP FORM



## AVRO MEMBERSHIP

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

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

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

## MEMBERSHIP APPLICATION

Trading Name & Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Tel No. \_\_\_\_\_

Fax No. \_\_\_\_\_ Email: \_\_\_\_\_

Contact Name(s): \_\_\_\_\_

### **Do You Require**

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

### Membership Fees

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

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

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

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

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

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

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

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

Sig on behalf of company: \_\_\_\_\_ Position: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

# RECOVERY INDUSTRY WORD SEARCH



Theme: Location of members in Region 1.

Region 2 in our next issue.

Answers can be found on page 36



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

Dumbarton  
Perth  
PortGlasgow  
Boness  
Dundee  
Perth  
Ballachulish  
Livingston

Linlithgow  
Wick  
Hamilton  
Motherwell  
Muirford  
Glasgow  
Mallaig  
KyleofLochalsh

Throsk  
PortAskaig  
Kelty  
Dundee  
Inverness  
Peterhead  
Macmerry  
Benbecula

Crawford

# SUDOKU

Fill in the missing numbers.

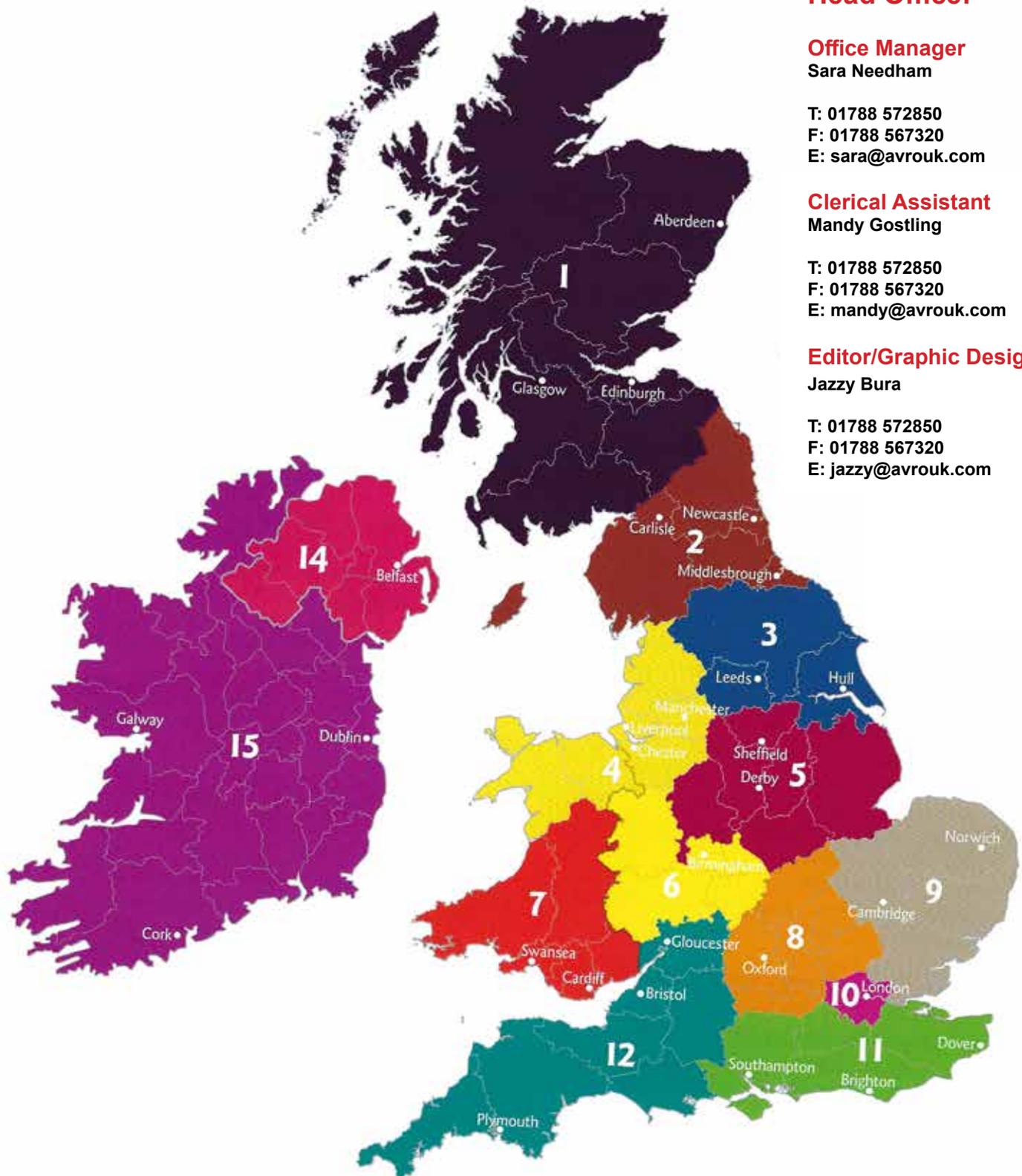
	7		6	8		3	
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3							7
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7							8
		2			5		4
	5		7	1			9

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				7			1
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	3	9		6			8
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	2	8	4	1		9	

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

# MAP OF AVRO REGIONS



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# Your AVRO National Council



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yahoo.co.uk



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**Eilis Crean**  
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Eilis@kfg.ie

# ANSWERS

Answers P.g. 32 & 33

Y N Y J V K S O R H T A B Q L K V H G C  
 F P J B P N D U M B A R T O N L B E W R  
 X O N S Q J T L R H W O G S A L G I J O  
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 E B S F L L U J P I P S U J O G A K P U  
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 J B N L I Q E N X C T O G X R P Z Q K F  
 K E O Y N O I S P Q Q D R G F W A R E N  
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9	1	7	3	8	6	2	5	4
3	2	1	7	4	8	6	9	5
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8	4	5	2	6	9	1	7	3

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

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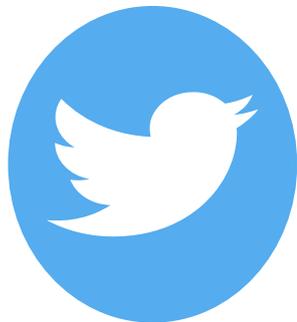
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We want to hear from you, and hope you enjoy AVRO News.

# BENEVOLENT FUND



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

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

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

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

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