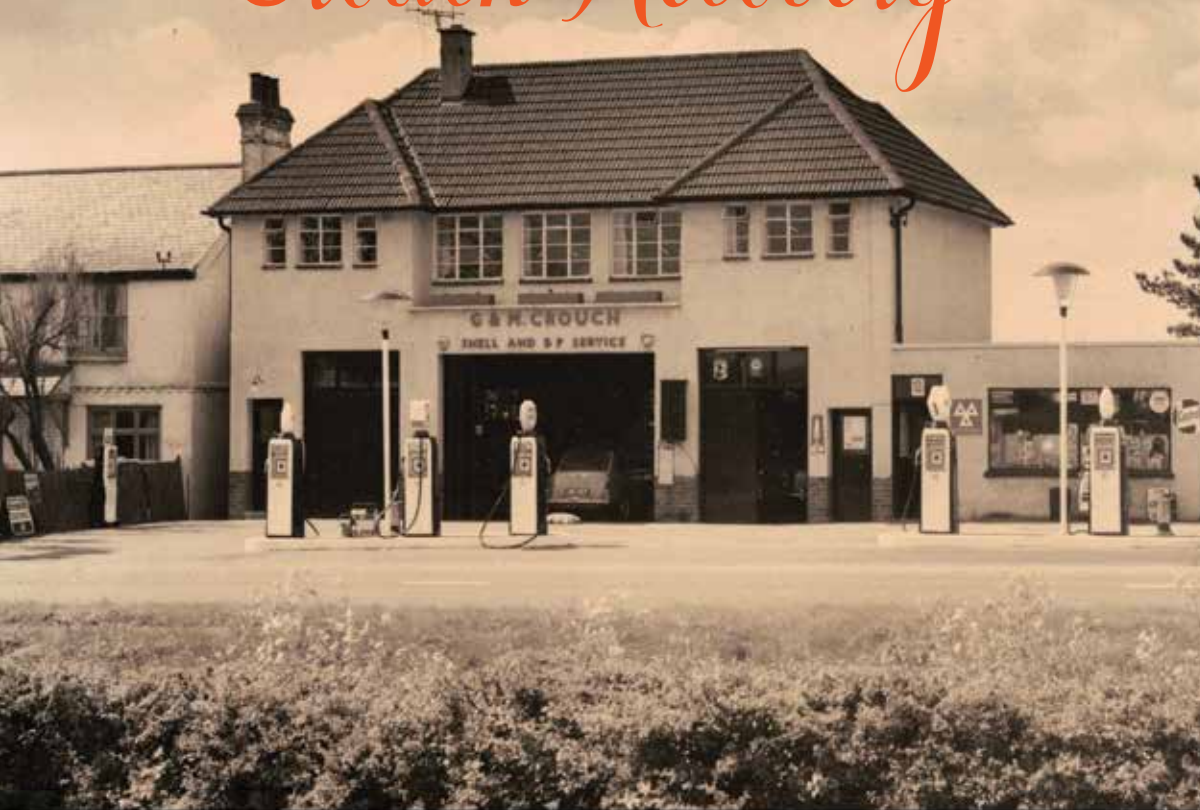




# AVRO

## NEWS

*Celebrating 70 years with  
Crouch Recovery*



GRAHAM'S GAB

PAS 43: 2018  
NOW AVAILABLE

AA, RAC AND  
GREEN FLAG  
CALL FOR NEW  
SAFETY RULE

WOMEN IN  
INDUSTRY

GUINNESS  
WORLD  
RECORD OF  
THE BIGGEST  
PARADE OF  
TOW TRUCKS

RECOVERY  
OPERATOR  
IAN FROM R D  
AVERY SAVES  
SOMEONE'S  
LIFE



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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

## ATTENTION!

Our next issue of **AVRO News** will be our **Christmas Special** issue! In that issue will be a present for all of you! AVRO will be including a **FREE A1 2019 Yearly Maintenance Planner**, which has been created and designed for all of you to specifically remind you of all the important dates for your vehicles!!! It is important to know that there are **LIMITED** spaces for advertising around the planner. Spaces are already being secured. If you would like to advertise your company then please contact me ASAP in order to have your company advertised on every garage wall! Email [jazzy@avrouk.com](mailto:jazzy@avrouk.com) or **017885 72850**

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## COVER STORIES

I was doing what I always dreamed of and alongside my dad

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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)  
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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

Lets touch base with Graham in this months Graham's gab...



“  
*the mix creates a  
wealth of experience  
and enthusiasm*  
”

It has been a busy month between one thing and another.

Since I started six months ago, I will have visited in person over 40 members. I am delighted to tell you that our Membership has also increased by 15 new Operators.

We have a very energetic board led by new Chairman Steve Smith and Vice Chairmen, Ken Wills and Mick Puleston along with new young blood, therefore, the mix creates a wealth of experience and enthusiasm, not forgetting of course our past Chair person, Eilis, who is looking after the finances.

It is worth reminding you all that our Council give up their time for the benefit of our members without remuneration. So, what's going on?

Well, the expected new legislation for the Scottish Police Scheme is expected to be passed by the end of the year. I was informed of that direct from the Scottish Government last week. That should be great news for Police Contractors, initially in Scotland, and spread throughout the UK soon after.

On that subject, Steve Smith (Chairman) has set up a meeting in Rugby in November inviting prominent stakeholders to attend “a preliminary statutory vehicle charge review meeting.” Yet another initiative led by AVRO. We have had a very good response already and I will report back to you next month on the outcome.

Last week, I attended Region 2's quarterly meeting at Scotch Corner chaired by Gary Grieve, Furness Cars. There was an even bigger turnout than last time and points raised, ranged from, further member benefits which will be announced shortly, usual thorny subject of rates, including inter trading rates, insurances, training, safety, and general chit chat among fellow Operators which I think is invaluable.

It brings me to the subject of content in our much-improved magazine. We pride ourselves that it is a publication for our members, you the operators. Therefore, it would be great if you guys contribute any articles you see fit that would benefit the readership. Whether it be, funny photos, amusing stories, tips, advice on anything related to our Industry. You just have to send an e-mail over to Jazzy on jazzy@avrouk.com and she I am sure will be glad to publicise. Remember, it is your magazine and your contributions will be welcome.

One of my major concerns with our Industry is Safety. It always has been since I joined this Vehicle Recovery Business. To put a polite slant on my frustrations, it is totally unacceptable that you the Recovery Operator seem not to be appreciated, rewarded or in fact, respected, unlike other emergency staff, where safety is concerned That is a fact. Safety is a priority and we must protect our Operators.

The excellent 'Slow Down Move Over' Campaign currently running is gathering momentum. However, I think it is time to take a further look at safety issues within the Industry.

I suggest AVRO take the lead in this initiative and that is work very hard to introduce Specific lighting for our Recovery Vehicles and only recovery vehicles, that are designed to draw more attention to the fact one of our operators is on scene in a dangerous location.

I suggested looking at Magenta lighting, however, it was pointed out to me that it could become the same situation as we have now with amber lighting. Every Tom Dick and Harry with a white van seems to use them. An excellent compromise was suggested and that is red and white alternate flashing lights would be very effective. That has received approval from many. What do you think?

That sounds like a very good shout to me, whereby, providing you have your PAS43 you can fit them when accepted and are operational only at scene of breakdown or RTA and via hand brake disengage automatically when leaving scene, to prevent red and white lights all over the place flashing like old discotheques, as they called them in my youth.

I just want to take a further step to protecting our staff and that is specific lighting permitted only for recovery vehicles. Good idea or not? Am I talking rubbish? Is the will there to change legislation? We simply do not want to hear of further fatalities in our Industry .

Let's hear your views and suggestions.

E-mail your thoughts to me on graham@avrouk.com





# Designer and Editor of AVRO News

## Hello!

For all of you that do not know me my name is Jazzy and I am Editor and Designer of this magazine. I thought it would be a good idea for me to give you a bit more information about myself, that way when I call you up to have a chat you know who you're talking to!

“If you think about it this magazine isn't my magazine, it's our magazine so thank you to you all for the support.”

When I was in primary school (lower school) I remember my mum and dad once attending a parents evening... Parents favourite things to go to, right? I remember specifically my teacher saying, "The only problem we have with Jazzy is she's very chatty". I remember thinking, well that isn't a bad thing, is it? As the years went by and school got more and more serious it did become a problem and after all the lectures of my mum and dad "to do well" I'd like to say I listened... But I have always been the same. I must have done something right though because now I'm working for AVRO and writing in the magazine I have designed!!!

The next question - how did I get here? Well, I had just finished University where I studied Architecture. But I didn't enjoy it, so why carry on with something you don't have a passion for? I was searching for jobs predominantly in design when I came across this job role and applied for it. I was delighted to find out I had an interview where I met the lovely Mick Puleston and Sara Needham. This is where they spoke to me more about the idea of me designing AVRO's new inhouse magazine.

I love this magazine and I'm learning each day, whether it be by chatting with you guys or by reading and receiving all the editorial sent into me for publication. What more could you want! I am a very passionate individual and despite not really knowing much about the recovery industry when I joined, my knowledge now amazes me! I think you all deserve far more recognition for what you do. I think the skill and the business' you have/ work for, deserves more recognition and I think the amazing recoveries you all do each and every day deserve recognition. That's really what I want to achieve by this magazine.

I want AVRO News to celebrate all of you and I want to include information in here that you all want to see!!! But I can't do it without you. So, when I call up looking for

a chat, I understand you might be busy and roll your eyes when you hear "Jazzy from AVRO wants to speak to you" but, I'm only really interested in making this magazine the best it can possibly be for you! If you have any recovery jobs that you would like me to publish then tell me!!! Equally, if you find out some information or find something you see beneficial to the recovery industry pick up the phone or send me an email and I'll get it in, because it's all about you!

I'd like to finish by saying thank you. I'd first like to thank Sara Needham my Office Manager and Mick Puleston for interviewing me and seeing something in me by giving me the chance to pull off this magazine. I hope I am doing you both proud. Secondly, I would like to say thank you to all the Council Members, Steve, Mick, Ken, Graham, Gary, John R, John L, Eric, Ian, Craig and Ellis for being so very welcoming towards me, I know sometimes I come up with ideas and may lose some interest by talking about something like Instagram but, you always support me. I would also like to say a massive thank you to all of you who take out advertisement with me, without all of you this magazine would not be here so, thank you for your continued support. And finally, thank you to all of you that send me editorial to make this magazine everything it has become to be. If you think about it this magazine isn't my magazine, it's our magazine so thank you to you all for the support.

If you ever want to contact me, you can email me on jazzy@avrouk.com or pick up the phone and have a chat with me as I love talking 01788 572850! And remember don't be a stranger!

Jazzy



# Tribute to Anne Beahan

*Anne Beahan, beloved wife of Derek, loving mother to Catherine and Andrew and a much loved Nana to Cathal, tragically passed away on 3rd October 2018.*

*A full tribute to Anne will be printed in the next edition.*

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Friday 23rd November: Electric Vehicle & Hybrid AWARE



Saturday 24th November: Mental Health AWARE



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## YOU'RE INVITED

Well it's that time of year and back to Tullamore Court for our Xmas party!!! It's on 24th November & all are very welcome.

Dinner tickets are 50 Euro each. There is a great line up all day and evening for your entertainment and assistance.

Rooms are available by contacting Christine Quinn [christine.ifs@gmail.com](mailto:christine.ifs@gmail.com) or phone **0876900895** rooms will go quick so don't miss out!!!!



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# AA RAC AND GREEN FLAG CALL FOR NEW ROAD SAFETY RULE FOLLOWING STRING OF DEATHS

The AA, RAC and Green Flag are calling for new guidance to protect roadside patrols after three mechanics were killed in 12 months.

The three companies co-wrote a letter to road safety minister Jesse Norman MP asking for a new "slow down, move over" rule to be implemented.

The proposal would require drivers to reduce their speed and change their road position whenever they pass a broken-down car or a recovery vehicle with its flashing amber beacons turned on, reducing the risk of anyone standing at the roadside being injured.

The breakdown companies have also called for a THINK! road safety campaign to highlight the dangers faced by patrols and stranded motorists during roadside breakdowns.

"Slow down, move over" The most recent roadside technician death was that of 33-year-old David Stokes, who worked for the RAC and was killed on June 16 when he was hit by a car while repairing a vehicle on the A617 at Rainworth, Nottinghamshire.

Two other roadside technicians also lost their lives in the previous 12 months and, additionally, the organisations report "numerous roadside incidents" having occurred over the course of the last year.

Edmund King, president of the AA, said: "Between our organisations we have seen too many near misses and too many fatalities caused by this problem.

"That needs to change quickly.

"'Slow down, move over' is not a difficult request, but this simple act of kindness will make a world

of difference to vulnerable drivers, patrols and road workers alike." James Knight, chief operations officer at the RAC, commented: "In light of the recent fatalities, we now urgently need the government to work with us to raise awareness of the issue among drivers and to promote a 'slow down, move over' message.

"This must be backed by a high-profile publicity campaign and a change to the Highway Code."

Many GW readers have support calls to better protect roadside technicians with new 'slow down, move over' rules.

Commenting on the GW forum earlier this year, reader Tim said: "I have worked in the breakdown recovery industry for a number of years now and the proposed 'slow down, move over' law campaign has been running in the UK for many years, but the government

fail to recognise the need for it.

"Everyone working at the roadside deserves to get home to their loved ones, whether it be a breakdown operative, a BT engineer or refuse collector.

"Drivers fail to realise the possible implications of not slowing down."

Have you or anyone you know experienced a close call while out on recovery? Share your concerns and experiences below or email [michael.ruff@garagewire.co.uk](mailto:michael.ruff@garagewire.co.uk).



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### PAS 43:2018 Now Available

#### What is this PAS for?

People working on motorway hard shoulders and high speed carriageways have a dangerous job. As a result of six fatal accidents in one year, PAS 43 was developed to improve the safety of UK roadside assistance operators.

#### Who is this PAS for?

- Roadside assistance providers of all kinds, including specialists dealing with tyres, fuel, etc.
- The emergency services
- Those working on behalf of government agencies
- Purchasers of assistance services
- Courts and the HSE, who use the PAS as a benchmark for safety working practices

#### Why should you use this PAS?

It specifies requirements for a management system intended to provide safe working arrangements for road recovery operator technicians and other road users.

#### It outlines best practice procedures for:

- Attending vehicle breakdowns and their recovery and/or removal
- Other aspects of vehicle breakdown, recovery and removal by specifying requirements for;
- o The type, maintenance and safety marking of road recovery vehicles and their equipment
- o The training, competence and behaviour of

road recovery technicians

o The use of personal safety and protective equipment and clothing (PPE) by road recovery technicians

o The maintenance and organization of road recovery operators' premises

o The effective implementation and maintenance of standard operating procedures

Note: PAS 43 might apply at locations other than at the roadside which are controlled by other regulations and best practice.

#### What's changed since the last update?

The PAS has been clarified and strengthened by stakeholder feedback. Main changes from the 2015 edition include:

- Clause 6 and Clause 7 regarding the requirements for road recovery vehicles and their equipment have been updated
- Clause 9, Clause 10 and Annex C regarding training, competence and behaviour of road recovery technicians have been extensively revised including examples of training and assessment for vehicle technicians and specialist job roles

PAS 43:2018 can be purchased by visiting the BSI Shop at <https://shop.bsigroup.com/>

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Supporting The Vehicle Recovery Industry

# SAFETY AT THE FOREFRONT OF THIS YEAR'S TOW SHOW



## Safety at the forefront of this year's Tow Show.

This year was the busiest show yet for the Institute of Vehicle Recovery (IVR), the larger stand and return to its original position noticeably increased footfall. The steady flow of visitors provided the highest number of new membership applications since the show's launch and not surprisingly an increase in the enquiries about training.

The focus of the show this year was safety - What can we do? What can

others do? How can we change/improve things? At the business seminar on the Tuesday afternoon the presentations were about improving safety at the roadside and preventing the level of fatalities and injuries the industry has seen over the last 12 months.

There was a great deal of discussion about raising the awareness of recovery technicians, the public, work providers, basically everyone and it was agreed there is an ongoing need for training.

Basically sending a recovery technician out on a job without the training to protect him/herself and the technical knowledge to cope with whatever the recovery may raise is unacceptable and reckless.

This isn't the IVR touting for business, as some may think and will probably say, it is an Institute that is concerned that people lose their lives or are

injured, some being so traumatised they cannot continue to work in an industry they love, because they lack even the basic knowledge they both need and deserve to do this job.

In less than 12 months many will need to have completed 35 hours for their Driver CPC, don't view this as how can we get the 35 hours in the quickest, most undemanding, way possible - basically a box ticking exercise - use that training in the way it was intended to gain knowledge and experience which may one day save your life.

Trainers are already being booked months in advance, don't leave it until the last minute - planning now will cause less disruption to the day to day management of a business and also spread the cost.

Never has the IVR's strapline 'Training today to secure your tomorrow' been more relevant.

The IVR would like to thank Paul Gregory and his team for an amazing show, under the most difficult circumstances imaginable. Dave would have been so proud and yes 'the show must go on.'

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

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InReach

# WOMEN IN INDUSTRY



My love for all things cars including recovery started from a very young age. When I was old enough my dad – Doug Barratt the founder of Deuce Recovery Service, would let me help out with recovering the vehicles. I always knew I wanted to be a part of the family recovery business, so I did a course in mechanics and began to work full time at Deuce Recovery Service. This is where my love and passion for all things recovery grew greater because I was doing what I always dreamed of and alongside my dad – who was one of my biggest inspirations to work in this field. After a few years Deuce Recovery Service joined another family ran recovery business; Unity Recovery Service Limited, which is where I currently work. Now I have a family of my own, you will see me more in the office as a controller, but I'm always more than happy to get back on that open road.

incidents and support for their families. Anyone is welcome to grab their bike and join us to raise money for this terrific cause, or just sponsor others! Let's do this for those who have lost their lives to recovery! And remember... Slow Down, Move Over. Date of ride to be confirmed!

“  
**I WAS DOING WHAT  
I ALWAYS DREAMED  
OF AND ALONGSIDE  
MY DAD**  
”

I am organising a 70 to 80 mile bike ride around Leicestershire in aid of the Benevolent Fund. This charity especially means a great deal to me, friends, and my family because it was set up by AVRO. The Benevolent Fund aims to raise money for those recovery drivers who have been directly affected by traumatic roadside



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# RECOVERY WORLD AND ISUZU GO FROM STRENGTH TO STRENGTH

Leading recovery bodybuilder Recovery World Ltd has just placed an order for a further 13 new Isuzu Forward 7.5 tonne rigids and this order reflects the strength of the long-term relationship between the two companies that goes back to 2001.

During that period, Recovery World has purchased well over 250 Isuzu trucks for its specialist body manufacturing business as well as for its in-house recovery vehicle hire operation.

"I think we must have been one of the first operators of Isuzu trucks here in the UK and our two businesses have grown successfully together over the last 18 years or more," says Mac Engledew, Director,

Recovery World, who are based in Hertfordshire and are recognised as one of the UK's main suppliers of new and used recovery vehicles.

The latest order for Isuzu trucks covers 13 new vehicles, all N75.190 Euro VI 7.5 tonne rigids, and the order features a mixture of day and crew cab models,

as well as a combination of manual and Easyshift automatic transmissions.

Mac continues, "These new vehicles are for both customers and for our own rental fleet. So many of our customers are repeat customers and they really value and understand the benefits of running Isuzu recovery vehicles, which have been proven over time. We are also now seeing a definite switch to more operators requesting the Isuzu Easyshift automatic transmission as standard."

"With over 18 years' experience of the Isuzu Truck brand, we recognise that it is an extremely good product with industry leading payload and most importantly, consistent and effective backup. We believe that this customer support is as good or better than any other commercial vehicle manufacturer in the business," said Mac.

The quality of the backup provided by the Hatfield-based manufacturer over the working life of its vehicles has been a major reason behind the success of the long-term relationship between

Isuzu Truck and Recovery World.

As Mac explains, "Unlike many manufacturers Isuzu Truck UK does not have a high staff turnover, so that most of the people that we deal with, for both sales and service support, have been with the company for a long time. As a result, they fully understand our business requirements and we benefit from their award-winning customer care programme, ensuring that our vehicles perform to their maximum at all times."

Pete Murphy, Managing Director of Isuzu Truck UK, echoes these comments, saying "The recovery industry has been at the heart and soul of our business from day one and the relationship we have with companies such as Recovery World has been key to the success of the Isuzu Truck business here in the UK since the very early days. The strength of this relationship between our two companies is a direct reflection of the proven performance of our vehicles in this arduous and physically demanding sector of the commercial vehicle industry."

# PORSCHE 356 REPLICA GETS KNOCKED INTO CANAL BY PASSING VAN

Car dealer finds stock Chesil 356 Speedster submerged in water after delivery van tried to squeeze past



Passers-by scratch heads at sight of Porsche 356 replica in the canal.

**GARAGE WIRE**

A £30,000 2004 Chesil 356 Speedster is likely to be written off after it was knocked into a canal by a passing van, The Metro has reported.

The Porsche replica was parked outside AutoVero Luxury and Classic Cars in Islington, north London.

The garage owner described hearing a "smashing noise", which alerted him that something was wrong.

AutoVero's owner and director Calvin Cauldwell said: "It is an item of stock.

"It is now in the canal with lots of people scratching their heads thinking 'how are they going to get that out?'

"I was with a mechanic dealing with a Ferrari and I heard a smashing noise, then I was looking around and it was the canal."

Mr Cauldwell said a delivery driver somehow made contact with the car which was in a car park at the back of the building.

He added: "He managed to slide past a Mercedes that was there as well.

"It could have been much worse, definitely."

Mr Cauldwell, said he expects the car to be a "total loss".

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# GUINNESS WORLD RECORD OF THE BIGGEST PARADE OF TOW TRUCKS



Just to let you know, this article was sent to AVRO in French. We have done our best to translate the article into English for all of you!

## Record of the Biggest Parade of Tow Trucks

The record was high, but achievable! The American power was to be dethroned by a French Association. Last year the record had been won with 324 in the USA.

It is therefore a record to rank in the category "heavyweight" which was beaten this 13th of October in Moulins (Préfecture of Allier). The professionals answered the call, and no less than 491 tow trucks were accepted in the approval of Anna Orford, official referee of Guinness World Records, who came expressly from London. "We've smashed the American record, exult the organizers. For us, it's a great moment, full of emotion. It is also the result of titanic work that has lasted for several months, and which has reached its peak during the last three weeks. At fifteen days of the record, we had only 96 tow trucks registered. Today, 491 have allowed this record! "A success almost European, since recovery vehicles came from the United Kingdom, Belgium, Luxembourg, Switzerland.

A day that began with a parade in the city, for the greatest happiness of the population, captivated by these colorful monsters, bright and sonorous ... The enthusiasm of the public is obvious. At the end of the parade,

rallying on the mythical National 7 for the official count, according to the drastic criteria established by Guinness. For the occasion, the authorities cut the traffic on the Nationale 7 to give way to the tow trucks. "The pleasure quickly gave way to stress. The record, we had it by the number, but it was necessary that all the conditions of the Guinness were fulfilled. It would have been dramatic, say the organizers, because such a day is a big investment for all participants, both in time and money...

Fortunately, everything went well, especially thanks to our partner Powerpanne who developed a counting program of formidable efficiency. But also thanks to all official bodies, sensitive to this action, and who really helped us. The city of Moulins and its officials can be proud of this record!"

This event, in addition to the record attempt (successful hands down!), Is also an opportunity to remember that recovery operators are men with big hearts, who often intervene in the distress of the motorist (breakdown, or worse accident). They wanted to prove once again, since all the benefits of the operation will be donated to the Gustave Roussy Institute as part of their research program on childhood cancer.

## WON WITH 491 TOW TRUCKS

INTERVIEW WITH LUC LE BARON, PRESIDENT OF FIER D'ETRE DEPANNEUR (French Recovery Association)

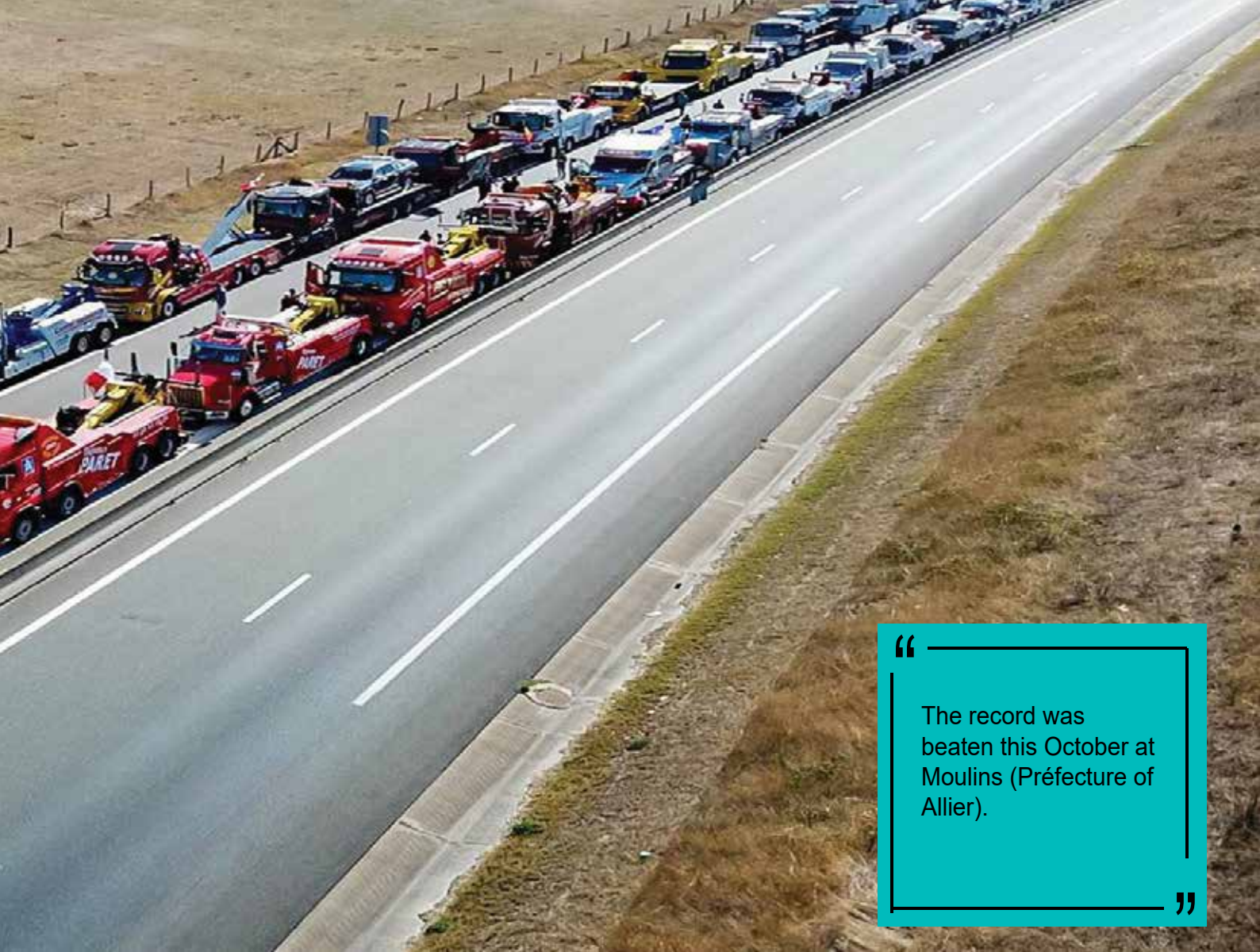
### What is the Fier D'etre Depanneur?

It is a 1901 association that was born in the head of three business leaders, recovery operators themselves. I am one of the three, and I am President of the association since its creation.

### Why an association that brings together recovery operators?

Initially, the idea was to improve the image of





“ The record was beaten this October at Moulins (Préfecture of Allier). ”

the profession. There is no mistaking a job. We are there to provide real assistance to distressed motorists.

**How many members do you have?**

For 2018, approximately 450 registered members have paid membership fees. But it should be noted that the association's Facebook page is made up of almost 3,000 people, who are closely or remotely connected to the world of recovery.

**What are your actions?**

In the first year, the association organized a rally of recovery vehicles, with a parade in the key. In order for this gathering to be motivated, in addition to meeting passionate professionals, it was decided to raise funds

for a charity chosen in advance.

The association is also very aware of safety issues on the road, especially for the responders, whether they are repairmen, patrolmen, firefighters or gendarmes. That's how they just got the Security Corridor, which is a new article in the Highway Code. The decree was published on September 18th. Other security-related actions will be taken in the future.

**Who takes care of these actions?**

All actions, demonstrations or attempts to implement salutary measures, are conducted by the management team of the association, but also by some of its members who, on a case-by-case basis, come to effectively support the team. It's always a real team work, in the broad sense.

**How many parades have you had, because you seem to have some experience?**

Every year, at least one parade was organized. And even two in 2013, but there the work is really too heavy for volunteers, and it was decided to be limited to a parade.

*Here is the list:*

- 2012: Plan d'Orgon, benefiting the Telethon, 92 participants
- 2013: Saint-Quentin, benefiting the Telethon, 97 participants
- 2013: Plan of Orgon, for the benefit of the Telethon, 102 participants
- 2014: Vigneux, benefiting UNISEP (multiple sclerosis), 107 participants
- 2015: Valenciennes, for the benefit of the League Against Cancer, 179 participants
- 2016: Poitiers, for the benefit of the League against Cancer, 145 participants
- 2017: Mills, for the benefit of the AMFE (Children's Liver Disease), 332 participants, unregistered attempt to record the world record for the largest US-owned tow truck show

2018, Moulins, for the benefit of Gustave Roussy for Childhood Cancer, with a new attempt of the world record which was therefore homologated directly thanks to the presence of a referee of the Guinness of Records.



### Do you think your actions are effective?

This is a particular motivation of these organizations. The work done for fundraising is important. The result is therefore significant. Thus, in 2016 the League against Cancer Poitou Charente was given a cheque of €9306,75, and last year, the AMFE received €10 350.

### How do you finance your events, which require a lot of resources?

**The financial sources are diverse, and are distributed as follows:**

- Annual memberships of the members of the association
- Registrations paid by recovery operators for each tow truck exhibited at the rally or parade
- On-site sales: by-products, refreshments, restaurants
- The amounts paid by companies under the partnership. Some "historical" companies related to the world of the payday, but also companies located near the places of the demonstrations, and which, in principle, change every year.

### What is your next event?

For the moment, we will calm down a little bit. An organization like this one this year is not trivial. We all also have our businesses running ... So 2019 will be a year of transition, with a rally, but we have not decided what we will do. Unless the Americans take back the record!



On Saturday Oct 13th 491 recovery vehicles assembled in the exhibition ground at Moulins France (185 miles south of Paris). The event was organised by Luc Le Baron, president of the FDD Fier D'etre Depanneur (French Recovery Association).

This set a new Guinness World Record for the largest gathering of Recovery Trucks, beating the previous record of 324 held by the Americans for the last nine years.

Vehicles arrived on Friday & Saturday from all over western Europe, including three companies from the UK. The UK contingent were brilliantly organised by Dave Stretton CMG's senior continental driver, supported by five of his colleagues, also present were Glenn Harley of JGH Ltd from Cumbria with his heavy recovery truck (a journey that took almost a week to complete) & winner of longest distance travelled. Guy & Brian Morgan from Midhurst Engineering in their Ford F450 completed the trio.

Following the assembly on Saturday morning the whole convoy proceeded to drive in a parade around the city of Moulins and then back to the showground. The whole route was greeted with enthusiastic cheering crowds waving & clapping as they basked in 86 degree Fahrenheit sunshine. Adding to the carnival atmosphere were the trucks sounding their two tone sirens with beacons lit up as far as the eye could see. The day concluded with a sit down meal for approximately five hundred drivers & their families, it was a truly memorable occasion for all involved.

*Write up courtesy of Midhurst Engineering*

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# CELEBRATING CROUCH

George (Jack) Crouch was born in the East End of London in 1918. Upon leaving school he worked for a haulage contractor as a driver's mate on the lorries. He served in the RAF during the Second World War as a motor vehicle mechanic.

Following the war, he started the family business in 1948 (G. & MJ Crouch) on a bare piece of ground. Shortly thereafter, he built a service station on the land in Kibworth, Leicestershire, next to the A6. He carried out car and lorry repairs and sold Shell Petrol. His first recovery vehicle was a Willy's Jeep, which was quickly followed by a Bedford Ex-Army Truck.

Dave, Jack's son, recalls an early story where his father was called out one night to move a BRS eight wheeler that was blocking the road. This recovery proved to be quite a challenge, because as soon as the Bedford took the strain, it's front axle reared off the ground! The Police's solution was quite innovative: they sent nine burly policemen to climb on the Bedford's bonnet and act as ballast.... Job Done!

Crouch's business, like many others, was built on a backbone of ex-military surplus vehicles. The fleet evolved to include a Bedford QL, followed by a Fordson E4, AEC Mercury and AEC Matador.

For the next 20 years or so, the business grew steadily.

Still operating from Kibworth, Jack would often collect Dave from School as soon as it was finished, so that his son could assist him on recovery jobs. Dave quickly became a skilled recovery operator and, upon leaving school, Dave joined the family business on a full-time basis in 1974.

Although selling fuel and vehicle repairs were the then mainstay of

the business, Dave worked night and day developing the recovery side of the business – something which, as evidenced by today's operation, proved to be a sound strategic decision!

The next trucks to appear were an 8x4 Mickey Mouse Foden, Diamond T's, an Austin K9 and several Land Rovers. More staff were employed and no jobs were turned away.

In the early 1980s, there was a police rota system for motorway recovery work. The business applied to join the police motorway call-out list to supplement the work it was already conducting for the police on the A and B roads. The company was visited by some high ranking traffic officers. Though impressed with the growing operation and the company's good reputation, they decided the company was based too far away from the motorway.

Dave recalls that that changed one night when a foreign artic carrying chemicals turned over spilling it's load across all lanes of the M6 at Cathorpe in Leicestershire.

'The police advised that they were struggling to cover the job - recovery vehicles were deployed immediately and we completed the job quickly and efficiently. After that were invited to come on the motorway rota due to our performance on that job. We have been involved with motorway work ever since'

In the early 1990s, the company opened a second depot in Lutterworth to be near the motorway and now operates from three units next to J20 of the M1 / M6 Junction 1.

Whilst the original filling station is no more, Dave and his wife, Barbara, have gone on to oversee

the evolution of the business into one of the fastest growing recovery operators in the UK and Europe.

Moreover, with their sons, Adam and Richard, also fully involved in the business, it now embraces three generations of the Crouch family.

Adam, the company's present

managing director, originally joined Steven Sanderson Transport as an Apprentice Mechanic, aged 16. Only after qualifying as a mechanic did he join the family business in 2000. Thereafter he undertook his heavy goods qualifications and became a driver. Adam says 'this gave me a strong understanding of the business from the ground upwards'.





# 70 YEARS OF RECOVERY

With new, purpose built headquarters just a stone's throw away from the site of the original filling station (the buildings and recovery yard of which still remain owned and used by the business), Crouch Recovery now operates a 24 / 7 / 365 control room to manage breakdown and recovery requests.

The business has expanded considerably and is now operating from six depots. The Company's "home territory" covers the whole of Leicestershire, Rutland, Northamptonshire, Warwickshire and Lincolnshire but extends the length and breadth of the UK and into Europe via a network

of recovery and breakdown companies it has forged strong relationships with over the years. Being based in the Midlands has the added geographical advantage of allowing quick access to routes to the rest of the UK, as well as across to the Continent.

With an impressive fleet now in excess of 70 vehicles ranging from heavy recovery trucks, mobile cranes and heavy duty low loaders, through to on & off road winching gear, light recovery trucks and a fleet of 24 hour service vans, Crouch Recovery is able to deploy the correct equipment to deal with any given situation.

Perhaps best known for heavy recovery services, the Company recently featured in the Channel 5 documentary "Trucking Hell" which provided a good insight into the nature of the work and the difficulties faced by specialist recovery operators. The show was so successful, a second series is currently being filmed.

Reflecting on the Company reaching 70 years, Adam says 'We are extremely proud to be celebrating 70 years in business. We have come a long way from humble beginnings, thanks to hard work and dedication. We always try to put our customers first and have built a team of good ,hardworking people who I have every confidence will form the foundation of taking us into another 70 years in business".



The late Jack Crouch with a young Dave and sister Miriam



The late Jack Crouch



# RECOVERY OPERATOR IAN FROM R D AVERY SAVES SOMEONE'S LIFE

8 weeks ago, Ian from R D Avery got called out on a MAN recovery job blocking a roundabout on the A303/A34 slip. He got to the job in good time and the MAN service fitter was on the scene and had pulled the shaft, Ian quickly lifted and chained on and aired up the unit and trailer brakes.

Ian said we will pull off up the services, which was 900 Yard's or so up the road and throw the lights on to move it off the roundabout quicker which the MAN fitter, John, said no, he would follow Ian back to Southampton, so Ian shrugged his shoulders and pulled off.

Ian pulled into the services to throw the lights on anyway, and he jumped out and walked around and grabbed his light lead to which he jokingly shouted at the MAN fitter "where you want this when we are back?"

There was no reply as he was slumped over his steering wheel. Ian shouted his name, no reply, his engine was running, and Ian didn't know if the handbrake was on, so he opened the door, turned the key off, and slammed it into gear.

At this point Ian raised John's head off the steering wheel and he took his last gasp of air!!! Ian shouted at the driver of the lorry that was being towed to call an ambulance.

Ian dragged John out of his van and laid him on his back and began CPR. The emergency services talked Ian through it for 7 and a half minutes before the ambulance turned up, shortly followed by the air ambulance. They got the defibrillator out and shocked him and asked Ian to carry on compressions. With the next shock after 8 minutes in, they got him back.

John was put into a coma for the next 10 days and on the 11th day Ian received a call to say that he was up and eating and drinking. Ian went into MAN yesterday to drop off another vehicle, 7 weeks on from the incident and the Manager said he's here and to Ian's disbelief he was there.

Ian has never had First Aid Training and can't believe how this happened. Since the incident Ian has had First Aid Training and believes that everybody should do a basic course.



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# REGION 2 MEETING



Region 2 meeting held at Scotch Corner chaired by Gary Grieves of Furness Car Services

It was very well attended and many discussions of interest took place during the 2.5 hour meeting.

Gary was able to inform his fellow operators of further member benefits about to be launched shortly.

It was a great opportunity to hear the various points and views of our members.



## Large Fire in Body Shop.

Last week JBR were called out to a very large Midlands body shop to recover seventy vehicles from out of the workshops and spray booths which had been extensively damaged by fire.

Some vehicles were in spray booths, and some of the booths and buildings had collapsed onto the vehicles inside, other vehicles were in the repair areas and in various stages of repair/disrepair

Our remit was not only to recover and identify the vehicles but also remove all the overhead heaters, lights and the many other items of debris that were suspended from the roof and in danger of coming crashing down on the unwary and to make the site safe!

This part of the operation was done in conjunction with structural engineers!

Another "different" day at the office..... that's what I like about this industry, you can never predict your next challenge!

Jon Beech Recovery



# LARGE FIRE IN BODY SHOP







# JON BEECH RECOVERY



# AVRO WELCOMES A NEW MEMBER ROADSIDE RECOVERY RR



RR pride themselves on helping you get to your destination whether they fix your car at the roadside or take you there themselves. Roadside Rescue recovery and transportation provides a comprehensive, rapid response service if your vehicle is immobile due to either an accident or breakdown. In most cases, RR's employees can fix the car on the spot, allowing the motorist to continue their journey. If this is not a possibility, RR will make sure their client gets to their destination and transports the vehicle to a requested destination, e.g. a repair shop.

RR's roadside assistance provides cover if your vehicles breaks down

- be it Angus or Tayside area. RR strives to ensure its clients the highest possible degree of safety and security. Thus, they offer car service checks regularly for clients so that they feel comfortable and safe with getting behind the wheel. And with RR's safety gear in the car, everyone is well-equipped to help themselves and others in case of an accident.

RR offers professional help for anyone in the vehicle experiencing mental or physical problems as the result of an accident. RR also provides legal assistance in the event of a dispute with another party or an insurance company.

With our team of highly trained

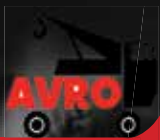


staff and specialist recovery - equipment we can recover and transport your vehicle to anywhere in the UK, regardless of the type of vehicle or its condition. We operate a fleet of vehicles that is dedicated for your every need. With over 30 years in the motor business, you can be assured of the highest levels of service and expertise.

Roadside Rescue recovery and transportation is AVRO accredited and is becoming PAS 43 registered as we speak. It's our responsibility to get you back on the road or on route to your destination, when your vehicle lets you down, we won't! We operate 24 hours a day, just call us on 07517 816430.



# AVRO NEWS



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

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

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

# DYNES WIN THE BRAKE FLEET SAFETY AWARDS 2018

Dynes were short-listed for the Brake Fleet Safety Awards 2018 (see below) and to their delight came away as winners along with their partners at Provision Vehicle Cameras.

## Fleet Safety Partnership Award Sponsored by Geotab:

*For the partnership of a fleet service provider or operator with another organisation that has delivered the most outstanding results to improve fleet safety.*

- Black & Veatch and Applied Driving Techniques (ADT)
- DRiVE Consulting Ltd and Reflex Vans
- Dynes Motor Group and Provision CameraMatics
- Movolytics Ltd and Clancy Group Ltd
- Pertemps Driver Training and the Honest Truth (THT)

•Drivermetrics and Schneider Electric  
Together with our CameraMatics partners at Provision Vehicle Cameras we have significantly reduced damage claims made against us.

Also we are able to use the innovative products live camera system to ensure compliance is being met and maintained by our recovery operatives. We achieve this by monitoring live or historic jobs to see if;

- 1) The operative followed training and Company procedures.
- 2) If any remedial or additional training is required.

This sets a standard which ensures we deliver a great service to our customers whilst also reassuring our employees that we as a business will not accept shortcuts.



## DID YOU KNOW AVRO ARE ON

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LinkedIn: **Association of Vehicle Recovery**



We look forward to networking with you. [www.avrouk.com](http://www.avrouk.com)



# NEW AVRO MEMBER BENEFIT

*Launch of the new AVRO Business Support Service*



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

key services;

- HR Service - advice line, and a website with over 400 free downloadable template employment documents
  - Legal Service- advice line, website featuring almost 200 downloadable legal documents
  - H&S Service– advice line, website with over 100 downloadable health & safety documents
  - Tax Service– advice lines for taxation and VAT plus legal expenses insurance cover to defend HMRC investigations
- All these services are integrated and delivered directly by Quest (formerly known as Qdos). From a member perspective access couldn't be easier;
- One phone number – 01162 437615 for access to all advice line services. The HR and legal lines are available 24/7, 365 days a year.

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

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

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

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

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# 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.
- AVRO Business Support Service offering access to HR, Legal, H&S and a Tax Service.



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



Big diesel savings, service and security with The Fuelcard People



AVRO members receive discounts for communications and broadband services



Discounted commission rates for AVRO members



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



Discounted insurance premiums for AVRO Members



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

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# AVRO MEMBERSHIP FORM



## AVRO MEMBERSHIP

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

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

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

## MEMBERSHIP APPLICATION

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

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

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

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

### **Do You Require**

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

### Membership Fees

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

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

Republic of Ireland Membership Fee is £345.00

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

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

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

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

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

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

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

# RECOVERY INDUSTRY WORD SEARCH



Theme: Location of members in Regions 6 and 7  
Region 8 and 9 in our next issue.

Answers can be found on page 38

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Willenhall	Eardisley
Rugby	Caldicot
Walsall	Bridgend
Coventry	Cardiff
Harbury	Aberystwyth
Wolverhampton	PembrokeDock
Birmingham	
Tipton	
Kidderminster	
Blackheath	



# SUDOKU

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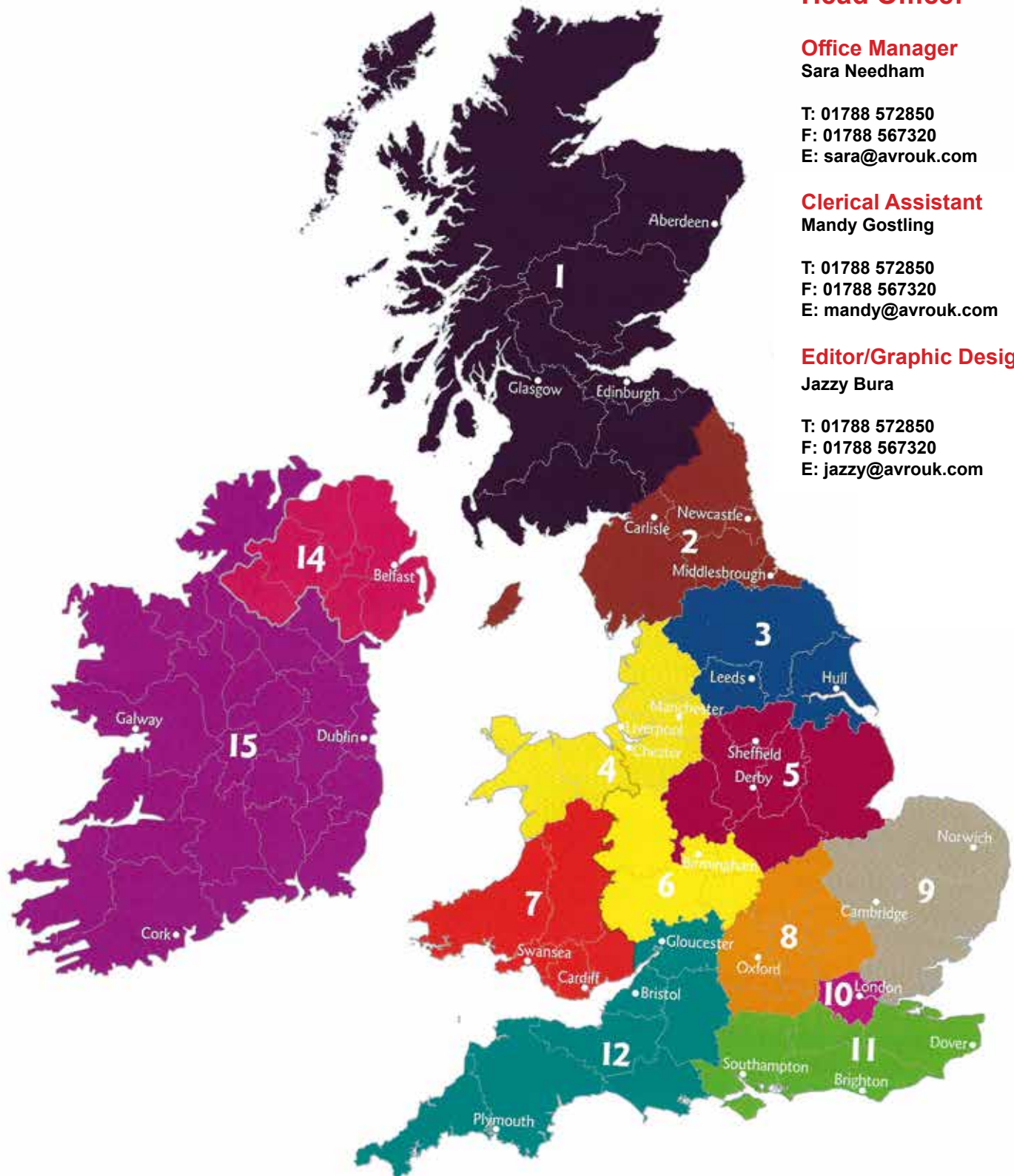
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			9	5		4	1	8

## AVRO NEWS MAGAZINE



# MAP OF AVRO REGIONS



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Answers P.g. 32 & 33

E J N M J D X S S C D Z Z B W Y X N C B  
 Y W S A Y B Y N Z B U J T W Q R A C Y T  
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