



Association Of Vehicle Recovery Operators Limited

AVRO Ltd
AVRO House, 1 Bath Street.,
Rugby, Warwickshire, CV21 3JF
Tel: 01788 572850 Fax: 01788 567320
VAT No 683414428

Dear ,

Thank you for your enquiry and expressed interest in applying to become a member of the Association of Vehicle Recovery Operators (AVRO), the leading and longest established industry representative body in the United Kingdom and Republic of Ireland for professional vehicle recovery operators.

We are pleased to enclose our membership pack that contains an application form for you to complete. Also enclosed, is a note of the terms and conditions of membership of the Association, the AVRO Code of Conduct and background information.

Please return the completed application form to our Rugby office; we will then process your application for membership as quickly as possible and advise you accordingly.

We trust that your application to join our Association will be successful and look forward to welcoming you as a member and inviting you to consider some of the many benefits that will now be available to your business needs.

If you require any further help or advice to enable you to complete the form please do not hesitate to contact the undersigned.

With Best Regards,

Sara Needham
AVRO Membership Office
e.mail: sara@avrouk.com

INTRODUCTION

Our Association was founded in 1977 by a group of independent vehicle recovery operators whose primary aim was to raise standards in the recovery industry.

Today AVRO operates throughout the United Kingdom and Republic of Ireland through 14 regions and is the only representative body with a recognised set of standards.

At present a directory of members is available on the AVRO web page (www.avrouk.com) listing the individual members, their location, contact points, facilities and the type of service they will provide.

The performance of all our members listed in the directory, is constantly monitored to ensure they offer the highest possible service in the recovery industry.

The association's Benevolent Fund helps care for members in times of need and has over the year's provided all kinds of support and assistance to help members and their staff.

The membership package includes access to the AVRO Direct Insurance Scheme, our own unique branded insurance package designed to offer extremely competitive pricing whilst providing quality insurance cover.

The Association's magazine "Recovery Operator" is currently published seven times a year and provides comprehensive reporting on the latest news and information as it affects the industry both inside the UK, Europe and Worldwide.

AVRO is topical and close to all of the issues that affect the lives and business of all professional VRO's.

AVRO MEMBERSHIP BENEFITS

- Membership of the longest established trade association serving the vehicle recovery business.
- Parliamentary lobbying power through being part of the UK's leading association recognised by the legislative and executive branches of UK and European Government.
- A listing in the industry's definitive guide, the AVRO Membership Directory, circulated to customers, insurers, police, government and other industry related organizations, including a free copy to members.
- Membership subscription includes a subsidised assessment for compliance to the requirements of PAS 43 with the Association's preferred supplier.
- AVRO Recovery Industry Training at competitive rates and to the highest standards via IVR Training and Sigma Studies Ltd.
- Support from the AVRO Benevolent Fund in the event of a tragedy that affects directors and staff, plus free legal advice on personal injury cases.
- Recognition that you have complied with the minimum standard requirement of a recognised trade association representing the best interests of the industry.
- Access to business advice and support from industry experts including Transport Advisory Consultants Ltd and F1 Personnel.
- A regional program of meetings and activities.
- A personal copy of Recovery Operator magazine, providing coverage on all of the important issues of the day.
- Access to the AVRO Direct Insurance Scheme, an exclusive commercial insurance package.
- Take advantage of the special purchase prices negotiated by AVRO on many products and services including Apex Networks, Isuzu Trucks, LicenceCheck, Fuelmate and HTP Solutions for websites etc.
- An opportunity to voice your opinion on industry issues through your membership to a democratic organisation.
- Access to legal opinion, employment advice and technical assistance.
- Inspections for compliance to Lifting Operations Lifting Equipment Regulations (1998) organised through a contracted accredited inspection body at very competitive rates.
- Access to the AVRO website which is full of useful trade information and offers that can assist your business.

- Advertise recruitment vacancies and vehicles surplus to requirements for FREE on the AVRO website or advertise in the Recovery Operator magazine obtaining preferred rates.
- An opportunity to obtain additional work through fellow members by your inclusion in the AVRO Members Directory.

AVRO WEB SITE

AVRO has a well established and popular website www.avrouk.com. The site will feature all of the necessary information to help members manage their business. Technical bulletins will be published as soon as they become available along with other up to date technical information and tips.

Legal matters and how they affect the recovery industry will be featured covering the workplace, vehicle regulations and contract law etc.

Access to the latest information on AVRO Member Benefits which are constantly reviewed will be published on the site.

It is now possible to access the Internet using the new generation mobile telephones. This will present the independent recovery operator with a unique opportunity to take advantage of additional work from distressed motorist who are not members of a motoring organisation.

Over the next 2 years the association will be working to build a network of member sites which will enable those members who join the network to be ready to take advantage of the opportunities that will come their way. The prospects of work sharing between AVRO members will become a real possibility in the future.

These and many more facilities will be added to the site over the coming months. Advertising on the website can be as little as £10 per advert.

www.avrouk.com



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.

MEMBERSHIP APPLICATION

Trading Name & Address: _____

Postcode: _____ Tel No. _____

Fax No. _____ Email: _____

Contact Name(s): _____

Do You Currently Have:

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 £100.00 + £20.00 VAT = Total £ 120.00

Republic of Ireland Membership Fee is £345.00

Payments can be made by cheque or credit card. Cheque's 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 plus a fixed entrance fee of £25.00. 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: _____

AVRO Ltd, AVRO House, 1 Bath Street, Rugby CV21 3JF Tel. No. 01788 572850

MEMBERSHIP CATEGORIES

CATEGORY 'A1' : Companies capable of recovering all cars and commercial vehicles, owning and operating one or more recovery vehicles, with a GTM capacity to handle the maximum GVM.

CATEGORY 'A2': Companies capable of recovering commercial vehicles only, up to the maximum permitted legal weights, owning and operating one or more recovery vehicles with a GTM capacity to handle the maximum GVM.

CATEGORY 'B' : Companies capable of recovering cars and commercial vehicles up to 32.5 tonnes GVM, owning and operating one or more recovery vehicles with a GTM capacity of 44 tons.

CATEGORY 'C1' : Companies capable of recovering cars and commercial vehicles, owning and operating one or more recovery vehicle with a GTM capacity equal to or greater than the combined weight of the recovery vehicle plus 17 tons.

CATEGORY 'D1' : Companies owning and operating one or more recovery vehicles capable of recovering cars and light commercial vehicles up to 3.5 tonnes GVM.

CATEGORY 'D2' : Companies capable of transporting only cars and light commercial vehicles up to 2.5 tonnes GVM and a minimum of 5 passengers. Transporter vehicles are required to comply, if over 3.5T GVM with the Department of Transport Plating & Testing Regulations and have a valid test certificate. All vehicles to comply with current legislation.

CATEGORY 'D3' :Companies owning and operating one or more recovery vehicles with a minimum GVM of 3.5 tones and capable of transporting or recovering cars whilst remaining within the legal GVM of the recovery vehicle.

CATEGORY : S1,S2,S3 etc. A satellite base of main unit

CATEGORY 'F1': A company engaged in roadside assistance and operates vehicles that carry out recovery of motorcycles

CATEGORY 'F2': A company engaged in roadside assistance and operates vehicles that do not carry out recovery.

CATEGORY 'F2': An individual who is or was involved in recovery (at the discretion of Council)

NOTE

With the exception of Category 'A2', the requirements of each category include those covering a lower weight capability, i.e. Category 'C1' must cover the requirements of 'C2', 'D1' and 'D2'.

SUFFIX 'H' (Hazardous)

Companies equipped and qualified to recover vehicles covered by the **Health and Safety Executive Regulations** on the **Transport of Dangerous Goods** and complying with the requirements of those regulations.

AVRO'S MINIMUM INSURANCE REQUIREMENTS

Please arrange for this to be completed by your Insurance Company.

Vehicles – Premises

The policy must provide All Risks cover for any motor vehicle(s) the property of or in the custody or control of the recovery operator for use in connection with his business. The policy must include provision for customer's vehicles on a full All Risks basis, the sum insured must not be less than £100,000 for light operators, £300,000 for specialist/heavy operators and £3,000 for contents of private vehicles. Commercial loads must be at least on a legal liability basis with an indemnity limit of £250,000.

Vehicles – Road Risks

The Policy must provide comprehensive cover for any motor vehicle(s) the property of or in the custody or control of the recovery operator for use in connection with the business. The policy must provide unlimited liability in respect of Personal Injury and no less than £5,000,000 for Third Party property damage.

Vehicle Damage Limits

Some policies limit a single vehicle to a maximum value on both Premises and Road Risks. For the purposes of this agreement there must be no single vehicle limit other than the sum insured.

Loss of Use

Cover must apply to both Premises and Road Risks on a legal liability basis.

General Public Liability

The Policy must provide at least the following in respect of own premises and work away from premises:-

General Indemnity Limit, Sales Indemnity Limit, Service Indemnity Limit £5,000,000 each
Merchantable Quality £50,000 (Covers may be in the aggregate or any one event).

INSURANCE COMPANY TO COMPLETE:-

Name of Policyholder.....

Main Address.....

.....Postcode.....Renewal Date.....

Policy number(s).....

I confirm that our policy(ies) are current
And provide the cover detailed above.

.....
Authorised Signatory

.....
Position

Company Stamp

AVRO CODE OF CONDUCT

Customers and Fellow Operators

- *To conduct all operations in accordance with all statutory and common law requirements.*
- *To conduct all operations and business in accordance with the best practices of the industry.*
- *To take out and maintain Third Party and Public Liability Insurance Policies to the minimum level of cover recommended by the Association from time to time.*
- *To investigate and deal with any and all customer complaints speedily and at the highest level of management.*
- *To permit all customers the right to refer disputes to the Association for conciliation or arbitration and to fully co-operate in any investigation.*

The Association

- *To publicly support the Association at all times and regularly participate in its affairs.*
- *To heed advice on all matters concerning good recovery practice.*
- *To keep the Association members advised on all matters concerning best practice in recovery operations that may be of benefit to the Association and its members.*
- *To accept that consistent failure to abide by the letter and spirit of this Code of Conduct or to maintain the minimum standards of equipment and service laid down by the Association may result in expulsion from the Association.*

Complaints and Arbitration

A customer who has a complaint about the quality of the service should in the first place and at the earliest opportunity refer it to the operator concerned. Any serious complaint, which should be in writing, should be addressed to a Senior Executive, a Director, a Partner or the Proprietor of the recovery business. If attempts to reach a satisfactory solution fail, the customer, without prejudice to any legal rights, has a right to refer his complaint for conciliation.

MEMBERSHIP AIDE TO AVRO STANDARDS AND INSPECTION REQUIREMENTS

1. PREMISES

All premises are to be inspected. They must be Commercial premises suitable for the operation. The operators Company name must be clearly displayed on the outside of the premises. **Where local regulations do not permit the use of signage a letter stating such from the appropriate authority must be produced.**

There must be a waiting room or similar area in a clean condition, access to clean toilet facilities, the availability of a telephone, and the means of obtaining hot drinks must also be provided. **Secure indoor/outdoor storage facilities for a minimum of two vehicles or suitable for the operation must also be available. This area must be of hard standing.**

2. VEHICLES

a) **All Recovery** vehicles must be inspected and **MUST** have current **LOLER / PUWER** certificates available for inspection. In Republic of Ireland certificates In compliance with **Safety & Health at Work (General Applications) Regulations 2007** will be required.

b) Passenger cabs and other passenger areas in recovery vehicles must be clean, grease free and clear of any other equipment which may cause injury in the event of a collision.

c) Vehicles must carry a current Excise Licence as applicable and have a valid M.O.T. Test Certificate or Ministry Of Transport Plating Certificate as required by Law.

d) All vehicles should be weighed and the weighbridge ticket retained in a safe place. The weight bridge ticket should show clearly:-

- Front Axle
- Rear Axle/Axles
- Total Weight

Vehicles should be weighed in a ready to roll condition i.e. full fuel tanks, carrying all recovery equipment. The weighbridge requirement is the only way that a true payload can be determined. In determining payload an allowance of 80kg per person carried will be made to determine available front axle loading. This information will help operators to reduce the risk of Police Prosecution by being able to dispatch the right vehicle to the job. It will also indicate possible axle overloading.

e) **Recovery Vehicle Conspicuity:** The recovery vehicle shall be suitably and conspicuously painted and marked (including the use of retro-reflective tape or similar material to emphasise the outline and length of the vehicle) for its use during darkness or poor visibility. Your company name must be boldly visible on the vehicle. Where vehicles are used for sensitive removal under a local Police scheme vehicles used in such a way are exempt from displaying company name / telephone number.

3. EQUIPMENT

- a) Fitted items of recovery equipment i.e. Winch Ropes, Spec Lifts, Underlifts, Overlifts, LMC type Cranes, Slide Bed Bodies etc should have a Proof Load Test Certificate or a Certificate of Conformity where applicable. Test Certificates should show clearly the proof load applied and the SWL (Safe Working Load) of the equipment. All items of fixed lifting equipment **MUST** have SWL or WLL clearly marked in a manner that it can be easily read by the operator.
- b) All control levers for body or spectacle frame movement **MUST** be clearly marked for mode of operation. Similarly all control levers on lorry loader cranes **MUST** be marked for mode of operation and capability at various radii **MUST** be indicated.
- c) Loose items of recovery equipment i.e. Shackles, Lifting Chains should also have a Test Certificate showing both the Proof Load and Safe Working Load. These items should also be tagged or stamped as appropriate.
- d) Other items of recovery equipment listed on the vehicle check sheet should be maintained in a clean and serviceable state.

4. SUMMARY

MEMBERS, OPERATORS AND DRIVERS ARE REMINDED OF THEIR LEGAL RESPONSIBILITY TO ENSURE THAT ALL RECOVERY OPERATIONS AND THE MAINTENANCE AND OPERATIONS INVOLVING RECOVERY VEHICLES ARE CARRIED OUT IN ACCORDANCE WITH ALL STATUTORY AND COMMON LAW REQUIREMENTS.

5. STAFF

All staff employed in vehicle recovery/breakdown duties should meet the following requirements:

- *Have a complete knowledge of the equipment being used.*
- *All staff to be trained by a recognised body for the duties engaged on.*
- *Carry an I.D. card showing a photograph of his/her likeness and their name and the company name.*
- *Be dressed in company branded clothing.*
- *Wear high visibility clothing to the latest standards as recommended by The Roadside Safety Group, and to have available gloves, hard hat and torch, when working at the roadside*

A record of Driving Licence checks must be maintained

