



# AVRO News

*Association of Vehicle Recovery Operators*

Issue 47

August 2017



## PRESS RELEASE

### NEW MEMBER BENEFIT

#### AVRO – APEX

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AVRO in collaboration with APEX Networks are offering a new member benefit for anyone interested in their RMS recovery management software product. Any AVRO member that purchases an Apex RMS software licence will have the benefit of the system for an initial period of 3-months before having to pay the system licence fee.

#### How to claim the incentive:

To claim the incentive you, the member contact AVRO Head Office quoting “AVRO-APEX Incentive Scheme”. The enquiry will then be forwarded directly to Apex Networks who will follow it up without delay. \*

Practical assistance and training will be provided to set up your new system. On site handholding to help with the transfer of data from your existing software system, or help with setting up a new company is also available.

\* please note that the offer does not apply to orders already received directly by Apex



## Free Seminar: Protect & Prepare. Secure your seat now

You'll recall that at the beginning of June, Backhouse Jones hosted a Counter Terrorism seminar in London in conjunction with Government officials. It was incredibly well attended with more than 120 delegates and the feedback received was very encouraging.



Little did we know that a mere 36 hours later, another terrorist attack would take place in the city, again using a vehicle.

Following the wake of recent incidents and from requests from clients, Backhouse Jones are hosting further 'Protect and Prepare' seminars, in conjunction with government and police specialists throughout the UK this autumn.

The events will be **free** to attend and are aimed at business owners, directors, transport/senior managers and those with decision making capabilities within their organisation. Pre-booking is essential and details of how to book can be found below.

All operators are urged to attend as this affects everybody and needs to be at the top of all Board/Management meetings in terms of planning, strategy and how to ultimately 'Protect and Prepare'.

Seminars will run from 09.00 until 12.30, include refreshments and will be hosted in the following Traffic Areas:-

- **27th September 2017** - Western Traffic Area (including South Wales)
- **10th October 2017** - West Midlands Traffic Area
- **11th October 2017** - North Eastern Traffic Area
- **20th October 2017** - North Western Traffic Area

Places are limited and therefore to secure your seat, please contact [chloe.west@backhouses.co.uk](mailto:chloe.west@backhouses.co.uk) or telephone 01254 828300.

Specific locations will be provided at the time of booking.



## AA sacks boss Bob Mackenzie for 'gross misconduct'

The AA has fired its executive chairman, Bob Mackenzie, for "gross misconduct", with immediate effect.

Its statement gave no further details as to the reasons for his departure, but an AA spokeswoman said it was "a personal conduct matter".



Mr Mackenzie had been the AA's executive chairman since June 2014

But Mr Mackenzie's son said his father had "tendered his resignation this morning ... due to acute ill health".

Peter Mackenzie said: "This is an extremely distressing mental health issue."

He said his father had been suffering symptoms of ill health "for some time".

"A consultant clinical psychologist advised him last week that he needed to take at least six months leave. He is very unwell and has been admitted to hospital."

Shares in the AA closed 14% lower after the roadside recovery firm also said trading had been affected by "erratic workload patterns".

Mr Mackenzie had been the AA's executive chairman since June 2014.

The company said he would be replaced by non-executive chairman John Leach, while Simon Breakwell—who was a founder of Expedia—has been named as acting chief executive.

Mr Mackenzie has led the AA since overseeing a management buy-in of the company in June 2014, which led to its shares being listed on the stock market.

Before that, the company had been owned by private equity firms Permira, Charterhouse and CVC.

The AA's share price plummeted after the announcement was made:

Mr Mackenzie's departure had "created some concern and a lot of uncertainty. Sellers/shorters are seeing this as a potential opportunity to put more pressure on the shares," said Berenberg analyst, Ned Hammond.

"Obviously the circumstance of his departure is particularly bizarre and unforeseeable," he said.

Shareholders and people who were thinking of buying AA shares didn't really know what to make of the development, he added.

The AA said it would release its half-year results at the end of September.

It said these would be hit by the "erratic workload" issue, particularly in June and July, when the company had not had enough patrol vehicles to meet demand and had had to buy in last-minute cover.

The company has also made changes to the way it accounts for certain products.

One example is that the commission paid on the sale of breakdown cover is paid upfront to third parties, whereas the benefit to the AA is booked later.

The company said its full-year performance would now be broadly in line with last year's. It added: "We remain confident in the resilience and long-term prospects of the AA."

*Article courtesy of BBC News*



**Association of Vehicle Recovery Operators Celebrates 40 years service**

## Christmas party

AVRO and AVRO BENEVOLENT FUND and people from the RECOVERY INDUSTRY are holding a Christmas party / get together with auction and Dinner Dance on the 25th November 2017 at the Tullamore Court Hotel, Co. Offaly. Hotel deals are in place (see below).

Please book early as spaces are limited.

Contacts are:  
 EILIS 0872503722, eilis@kfg.ie  
 DEREK 0868515159  
 SARA 0044 1788 572850  
 EAMON 0877711551



### *Accommodation Rates:*

#### *Friday 24<sup>th</sup>, Saturday 25<sup>th</sup> & Sunday 26<sup>th</sup> November:*

*Single B & B: €270 per person*

*Double / Twin B & B: €340 per room*

#### *Friday 24<sup>th</sup> & Saturday 25<sup>th</sup> November:*

*Single B & B: €190 per person*

*Double / Twin B & B: €240 per room*

#### *Saturday 25<sup>th</sup> November:*

*Single B & B: €95 per person*

*Double / Twin B & B: €120 per room*

#### *Chair Covers (included in menu price):*

*White with Red Sash to match AVRO colours*



**Association of Vehicle Recovery Operators  
 Celebrates 40 years service**



## Recovery Industry Engineering Standards

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

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Email: [inspectionsries@aol.com](mailto:inspectionsries@aol.com)

Supporting the Vehicle Recovery Industry



## Managing the threat to lone workers

*Readers will be well aware that recovery vehicle drivers face a variety of threats, in particular whilst working roadside, often alongside fast-moving traffic. The poorer the visibility, whether due to adverse weather or darkness, the greater the risks. But there is another risk that needs to be considered that can be over-looked; the potential vulnerability of lone workers.*

Employers are obliged to think carefully about health and safety risks before any working practice is introduced. The legal obligation to look after the health and safety of lone workers is no different to the requirement to manage the health and safety of any other category of worker; those that work alone must not be put at any greater risks than any other employee.

Carrying out a full risk assessment is essential. From a lone recovery vehicle driver perspective, that assessment needs to consider the risk of violence as well as the usual significant issues and risks facing those working in the roadside recovery industry. Once that risk assessment has been completed, safe systems of work need to be introduced that include tackling the particular risks that lone-working drivers face. Appropriate training, supervision and monitoring is essential.

Monitoring the well-being of a lone-working recovery vehicle operator at night and far from base can present particular challenges. Systems that enable

drivers to summon help quickly, are essential. Key-fob touch-of-a-button alarms that can be activated whenever a driver senses danger can be life-savers. Alarms such as these can link to the provider's control room where staff can locate the driver activating the system, assess the situation, provide reassurance and where necessary call the emergency services.

By taking these few relatively straightforward steps, the health, safety and well-being of *lone worker's* recovery vehicle operators can be that much better protected. It follows that if you reduce the risks lone workers face this can also reduce the risks of accidents and their impact on your business' insurance costs, bottom line and reputation. Any good insurance broker should also be able to advise on how best to manage risks within your business and Towergate Insurance, AVRO's preferred insurance provider to its members, are perfectly positioned to do just that.

*Article courtesy of Towergate Insurance  
[www.towergatetelford.co.uk](http://www.towergatetelford.co.uk)*





Office of the  
Traffic Commissioner

## Vehicle operator licensing: how we're doing and what's next

It's been a while since we last told you about new digital services for operator licence applicants and licence holders that we've introduced. These services allow businesses to apply for and manage vehicle operator licences online for the first time.

So, we wanted to let you know how it's going and what we've got planned for the future.

### How many times the new service has been used

Since the launch, the new services have been accessed over 600,000 times and have been used to:

- make over 3,600 licence applications
- make over 40,000 licence changes - many of which would have been made online for the first time
- process 200,000 vehicle changes

We monitor the system's performance and your feedback on a daily basis. We're really pleased that satisfaction with the service averaged 81% in the last month. That's up from 49% when we first launched.

### Improving the licensing process

The new online services have also helped to reduce licence processing times.

They've given us the opportunity to deal with compliant applications in under 9 weeks. Nine weeks has been the service standard for a long time - but the service lets us process compliant applications more quickly.

For the first 3 months of the service, the average processing time for digital applications was less than 7 weeks. We'll be reporting on the new services' performance every quarter, so you can see how we're doing.

### Managing your licence

The new services are about much more than applying for your licence, though. We've built a system which allows you to manage your licence online.

The new services allow you to:

- add more vehicles to your licence
- apply to increase your vehicle limit
- apply to add a transport manager to your licence

We've seen a 40% increase in changes to licences online since the new services were launched.

### What we'll be doing next

We have 2 big improvements to make to the service.

#### Safer, simpler and faster

The first is making the service safer and more secure, using something called GOV.UK Verify. It's the new way to prove who you are online. It gives safer, simpler and faster access to government services.

We'll use it to replace the wet signature that you have to provide on application forms. It will be in use shortly for new applications.

A certified company will verify your identity. They've all met security standards set by government. You don't need to be an existing customer with a company as they've built new, secure systems to verify identities.

Verifying your identity takes about 15 minutes to complete, but you only have to do it once. You'll then have an identity account with the certified company. You can then access other government services in less than one minute wherever you see the GOV.UK Verify logo.

#### Introducing licence continuations

The second improvement will let you continue your licence online. As you know, operator licences have to be continued every 5 years. Sometimes operators miss their payments or fail to return the paperwork.

We're still working on this but hope to introduce licence continuations to the services later this year.

### \*\*\* New member benefit \*\*\* AVRO-HTP Solutions

AVRO have teamed up with HTP Solutions to offer members a discounted price on custom built websites which are mobile and tablet friendly with full telephone support.

- Single page website with contact form and links download including a suitable .co.uk domain name, email address for £195 including the first year hosting fee, subsequent years hosting and support at £59. Mobile and tablet friendly with basic search engine listing and Google statistics.
- 5 Page website for £369 with content management system controls page wording and pictures, news blog and social media feeds. Shopping cart connected to PayPal or similar gateway can be added for £60 (2 products) ideal for payments via mobile phone away from office or depot.
- 8 Page plus website for £540 includes all above plus:  
Mobile friendly web design  
8 pages Content Management System including picture gallery  
image cropping and adjustment for the website pages and gallery  
SSL padlock secure pages for data and customer email  
Google Essentials and SEO package, unlimited email addresses  
social media feed integration on pages with linked search engine tags  
plus E-commerce shop and payment gateway from £250 with product search and Google search tags, special offers etc.

- From £795 - 10 page plus fully integrated bespoke design corporate, content managed website with all the above and Google Analytics Suite. Extensive bespoke configuration throughout with individual graphics, unlimited image galleries and PDF document downloads. E-commerce unlimited products for shop basket cart and connect to Sage, credit card processing or outside gateway (World Pay / Sage Pay / PayPal etc). Promotional voucher discount code system for purchases. Full business Email newsletter system with design templates, import up to 3000 email addresses to send on subscriber list. Social media pages multiple accounts - Facebook, Twitter, Instagram etc. Unlimited search engine optimisation updates keyword tags and listings. Cloud backup files.

All the above includes support by email or telephone.

Alternatively, a package can be fitted to your individual needs.

Call Trevor at HTP Solutions on 07967 049763 or 0161 236 8550 with your company name and AVRO membership number to take advantage of the offer .



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

### \*\*\* New member benefit \*\*\*

#### AVRO chooses The Fuelcard People for big diesel savings, service and security

AVRO has chosen The Fuelcard People as its strategic fuel cards partner to help members reduce their vehicle running costs. AVRO Head Office said: "Members will benefit from significant savings, both from lower fuel costs and a reduced administrative workload. There should be more to fuel cards than simply discount fuel and we selected The Fuelcard People as offering our members the best combination of savings, service and security."

AVRO members will benefit from fixed weekly pricing for petrol, diesel or both, notified by their choice of email or fax. This price, typically up to 5p per litre cheaper than the national average pump price, and over 10p when filling up on the motorways, will apply nationwide. A further benefit is that the single, weekly invoice means that members can have up to two weeks of free credit before their direct debit payment. Importantly the cards will also be issued free of charge, for 12 months helping make the move to 'The Fuelcard People' simple and cost effective, and then at a discounted rate of £6 per card per annum.

Rachel Pearson, Major Accounts Manager of Fuelcard Services the parent company of The Fuelcard People, said: "An AVRO member does not have to drive around to find the best deal on fuel, because they already have it. Depending upon

which of our range of fuel cards they have chosen, there will be up to 7,600 filling stations nationwide where they can refuel."

Our fuel cards are accepted at BP, Esso, Shell, Texaco, Total, Gulf, Morrisons, Co-op, MOTO motorway filling areas as well as on the Diesel Direct, UK Fuels and Allstar networks.

Members will also welcome The Fuelcard People's attitude to customer service. "The Fuelcard People does not push members towards any particular fuel card," said AVRO Head Office, "but helps each one to choose the most appropriate one for their needs. Then, if a member has a query, they do not have to explain who they are to an anonymous call centre worker, because they always talk to the same account manager, who knows their business. Differences like that matter."

AVRO members are able to access their account details 24/7 via the internet, including transactions, which are yet to be invoiced, and are able to download information directly into their standard business packages. Access is security-protected part of a suite of leading-edge security features available with every fuel card in The Fuelcard People's extensive range.

Applying for a card could not be simpler, either go to AVRO website ([www.avrouk.com](http://www.avrouk.com)) and follow the links for Fuel Cards, or call Rachel on **0844 808 2097**.



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**



## AVRO's new member service ... Licence Check! Saving you time and money

AVRO now has a driving licence verification service which will **save you time**, replace the burden of collecting paper records from your drivers and also support your corporate responsibilities as an employer under Duty of Care & Health & Safety legislation.

### The Service

The AVRO licence check electronic service programme uses the latest technology to allow you to check your employee's UK driving licence details, status and credentials using the DVLA record. It is a **fully secure** service which allows AVRO access to provide full driver and licence reports.

### Consent

To comply with the Data Protection Act, an employee must consent to their licence details being checked. AVRO licence check obtains this permission by issuing a D796 Driver Mandate Consent Document or by obtaining e-consent from the employee or driver. Once received consent is **valid for up to 3 years** providing he/she remains within your employ or control and does not withdraw their consent, meaning that you can recheck the licence as often as required.

### The Process

Once consent has been granted and the Consent Document has been submitted, the AVRO licence check service is able to access the DVLA "LIVE" database via a dedicated secure Government Gateway connection. Licence information is then made available, **in real time**, to your customer portal account.

### The licence results will;

- Verify that the driver is licensed to drive
- Verify the current endorsement status and penalty points (if any)
- Confirm all category entitlements, including start and end dates
- Provide warnings and Immediate Actions in case of expiries, revoked and disqualified drivers
- And more .....

### The cost

You are simply charged for how many licence checks you intend to make, e.g. if you have 36 drivers and wish to check them once a year, you will be charged for 36 credits (1 credit = 1 check). You may of course purchase more credits at any time if your number of drivers or checks increase. Typically clients check their drivers at least twice a year.

From £4.25 per check\*

**Call 01788 572850 to find out how simple and cost effective it is for compliance and peace of mind**

\* Price for AVRO members, price excludes VAT. Non-member price is £5.50 + VAT per check.



**Association of Vehicle Recovery Operators  
Celebrates 40 years service**

## Garage tells harrowing story of shutter door horror and warns of dangers

Technician pulled his head back inside just moments before the shutter door fell “like a guillotine”.

An independent garage owner is urging workshops across the country to check the condition of their shutter doors after one of his employees narrowly escaped injury.



While locking up for the night, an employee at Fearnley Motors in Colchester turned the key switch to close the workshop’s electric roller shutter doors, looked outside to check everything was safe for the night and pulled his head back inside just moments before the 18-foot shutter came crashing to the ground.

The electric motor inside the rollers had failed.

Garage owner, Peter Fearnley told Garage Wire: “There was no chance he would have got out alive.

“He wouldn’t have heard a thing, it just dropped.

### Fell like a guillotine

“What we didn’t realise is that if the motor drive breaks - which apparently is not uncommon - the roller door under its own weight will fall like a guillotining.

“The motor drive is the only thing that stops the door from unrolling and it just gave up - very scary.”

The doors were thought to be around 15 years old and weren’t supplied with safety brakes.

Today, legislation states that all roller doors should have a device fitted to prevent it from falling.

Speaking to GW, Emma Harrison of Essex Industrial Doors, the company that repaired the failed shutters at Fearnley Motors, said: “We changed the entire roller mechanism, fitted a new roller and roller motor, complete with a safety brake.

“They didn’t have a safety brake on their old door, which would have prevented the door from free-falling.

“The devices are an inertia brake and work a bit like a seat belt.”

### Serious and fatal accidents

Industrial, commercial and roller shutter doors have been known to cause a number of serious and fatal accidents, according to the Health and Safety Executive.

One man was taken to hospital with fractured ribs when a roller shutter door came down on his chest and pinned him to the back rest of the vehicle he was driving.

Other cases include the death of two children who became fatally entangled or trapped in the door.

“Each door is recommended to have at least one safety device,” Emma added.

“Doors should be fitted and maintained to a high standard.

“The trouble is often, these shutters don’t get the maintenance that they need - like a car, these doors have moving parts that need to be serviced.”

Peter added: “Safety locks are fairly expensive but my goodness, imagine what could happen without.

“We just really want to warn workshops that use these doors about the dangers so that they get them checked.

Continued on next page...

Article courtesy of Garage Wire  
www.garagewire.co.uk

**GARAGE WIRE**

## Garage tells harrowing story of shutter door horror and warns of dangers cont'd

### What the law says

Dave Garratt, chief executive of the Garage Equipment Association (GEA) told GW: "All powered equipment falls under PUWER regulation so must by law be maintained correctly and all doors should be CE marked."

It is compulsory to ensure that your roller shutters comply with the Workplace Regulation 1992 Maintenance of Equipment, Devices and Systems.

To comply fully, you need to ensure that the roller shutters are inspected at least once a year.

You must also be able to demonstrate that regular maintenance is carried out at suitable intervals and any potentially dangerous defects are quickly remedied.

Other pieces of legislation that must be met include the Regulatory Reform Fire Safety Order 2005 and BS EN 12635:2002 - Industrial, Commercial and Garage Doors and Gates.

## Vehicle safety recalls

DVSA Reference number	Make and model	Issue
R/2017/151	Porsche: Panamera 4S Diesel	Particle filter bracket may detach
R/2017/173	Nissan: Leaf	Headlamp auto aim function may not operate
R/2017/174	Chrysler UK Ltd: Chrysler Aspen, Chrysler 300, Dodge Challenger, Dodge Charger, Dodge Dakota, Dodge Durango, Dodge Magnum, Dodge RAM, Dodge Sprinter & Jeep Wrangler	Front passenger airbag may rupture during a deployment event
R/2017/178	Mercedes-Benz: Actros	Front axle housing may break
R/2017/186	Hyundai: iLoad (with Euro 6 diesel engine)	Fuel pipe connecting the fuel filter to the high pressure pump may leak
R/2017/192	Skoda: Yeti & Rapid	Parts of seat belt pretensioner may be dislodged on deployment
R/2017/193	BMW: 7 Series, 7 Series LWB, 5 Series Saloon & 5 Series Touring	Brake switch may be activated permanently
R/2017/201	SEAT: Ibiza	Air conditioning high pressure hose may be fitted incorrectly
R/2017/202	Aston Martin: Vantage	Transmission can change gear without control from the driver
R/2017/203	Mazda: Mazda2 & Mazda CX-3	Brake hose retaining clip may fail
R/2017/204	Aston Martin: Vantage	Hydraulic connector may leak
R/2017/205	Aston Martin: Vantage	Hydraulic connector may leak
R/2017/207	Renault: Zoe	Gearbox may fail to hold in park position 'p' and could roll away
R/2017/208	Citroen: C4, DS4, C5 and DS5	Starter supply wire may chafe
R/2017/209	Aston Martin: DB11	Tyre pressure monitoring system incorrectly set
R/2017/215	Peugeot: 308 (T9), 3008, 508, 601 & 5008	Starter supply wire may chafe
R/2017/220	Bentley Motor Cars: Continental Supersports, Continental Supersports Convertible	Loss of power steering assistance
R/2017/222	Peugeot: Traveller and Expert 4	Starter relay may overheat
R/2017/223	Citroen: Spacetourer and Jumpy 4	Starter relay may overheat
RM/2017/020	BMW Motorcycles: R 1200 GS (K50, K50/11), R 1200 GS Adventure (K51)	Front suspension could fail



Association of Vehicle Recovery  
Operators

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Please can members send in to  
Head Office any photographs or  
reports of any similar incidents  
to the one shown on the left

## Link to survey on the proposed expansion of the Ultra Low Emission Zone

The Mayor of London is keen to fully understand the impacts of any proposed extension especially in relation to small to medium sized enterprises. To help inform the Mayor's decision on the proposed extensions Transport for London have appointed Jacobs to undertake an Economic and Business Impact Assessment. As part of this assessment they are undertaking a survey of businesses that own or lease vehicles operating in Greater London.

TfL would be very grateful if would take part in the survey by going to  
<https://www.surveymonkey.com/r/ULEZbusinessimpactassessment>

The closing date for the survey is **Friday 15th September**

## New member benefit

 in Partnership with **AVRO**

Celebrating 40 Years of **AVRO**

# £1000

## OFF ANY COMMUNICATIONS SYSTEM

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You will shortly be receiving an email from Anthony Hamilton, Communications Analyst, with full details regarding the offer and more about Lily Comms.

In the meantime, you can contact Anthony using the details below.

[anthonyh@lilycomms.co.uk](mailto:anthonyh@lilycomms.co.uk)

01274 214614