



AVRO

NEWS

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Council*



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Welcome *Christmas Special*

TO THIS ISSUE OF AVRO NEWS

Christmas Closure

The AVRO office will be closed from 12pm on Monday 24th December and reopen Wednesday 2nd January 2019. Calls will still be taken during this time.

If you have any questions between now and then please get in touch! If we don't hear from you before Christmas we would like to wish you all a very Merry Christmas and a Happy New Year!

COVER STORIES

Eilis was made an Honorary member of AVRO

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

Send us your thoughts...

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GRAHAM'S GAB

Let's touch base with Graham in this month's Graham's gab...



“
...believe that if you want but, I do not buy that one.
”

My travels last month took me to North Yorkshire, a lovely part of the country, well most of it.

My thanks to Highway, Commercial Services, TC Salvage, Yorkshire Recovery, and KD Recovery Leeds for sparing the time to chat. It is always interesting to hear their views and visit their premises, and all are passionate about the business.

Mind you one Operator who shall remain nameless having recommended a local hotel left me stranded with nowhere to go, you know who you are. Beware, I will get my own back JC!!!!

I am not here to “teach my grannies to suck eggs” however, just a thought!!
XXXXX

During my visits throughout the country the main concerns are consistently rates and the lack of labour to carry out the often difficult job of recovering a vehicle, large or small.

The two concerns go hand in hand I suppose.

When I first entered this Industry, I was dumbfounded that you were working on

the same rates laid down by AVRO ten years ago.

How could that possibly be right?

I do not know of any other Industry who are subjected to that scenario.

Correct me if I am wrong?

Let's take an example, not scientific but as near as damn it accurate.

Yes, of course it can vary from different areas of the Country but let's take my area for example as I have completed this exercise before.

In Scotland a light Recovery Operator is likely to be paid £8.50/£9 an hour.

Let's base it on an hour-long recovery for this exercise.

A club rate varies from £39 (yes £39) to say £45, for the purpose of this exercise let's go with £43 per hourly recovery therefore, labour alone at say £9 an hour reduces fee to £36, fuel, let's again assume 30 mile round trip costing you approx. £8.40 (assuming your recovery vehicle is performing at 25mpg) that reduces the fee to £27.60. Once you contribute a proportion of Indirect and Direct expenses to that vehicle and Operator such as:

- Rates
- Maintenance
- Salaries (non-productive)
- Insurance
- Depreciation
- Training
- Safety inspection costs
- Protective Clothing
- Road Tax
- Administration Costs (eg Apex)

The sum I arrived at was £50.40 Therefore, the true cost of carrying out that recovery is £67.80! To conclude, this exercise it is costing you the pleasure of £24.80 to carry out the Recovery

I do appreciate there are different scenarios depending on location, size and policy of your company and therefore it is not exact science. It comes down to your Commercial decision, just don't end up busy fools!

Yes I have heard the justification slant that if you bounce from job to job it makes it worthwhile, believe that if you want, but I do not buy that one

unless you are turning over more than 4 million a year and the business is relentless, even then I believe you just end up busy fools, so what do we do about this situation, one thing is for sure, it cannot be sustained, as proven by the number of Operators that have disappeared in the 7 years alone, that I have been in the business. I firmly believe the work providers and clubs are well aware of the costs involved for Recovery Operators and our work providers are really acting on behalf of large Insurance Companies who should now look at the bigger picture as the ever-growing financial cost of providing a service has now become a serious concern for operators.

Just ask them to compare their refusals against past history.

Here is my theory for what it is worth, if they continue to ignore the plight of their chosen operators, they will not have enough operators to service their accounts.

The 'big boys' will then be in a position to turn around to the Work Providers and Clubs and name their price or will not do the job. Surely, the time has come to prevent that scenario and sit down with existing operators and work providers with full transparency and negotiate a reasonable rate for the job before my thoughts come to fruition, it would prevent in future certain work providers blaming their recovery operators for lack of service on a recent 'Watchdog' edition on National TV. What a cheek!

We talk about this all the time, we really need sensible discussions now before it's too late.

I have now visited 7 of the 14 regions and my next stop is Region 15, Republic of Ireland.

Remember, my remit is to not only visit existing Members but to recruit new ones.

Since March we have recruited 20 new members, so if you can recommend any potential candidates to become an AVRO member who will meet our high standards please let me know.

My aim is for AVRO to become a powerful voice in the Recovery Industry, we are already the largest and

oldest Association and the larger the membership the better.

Another purpose of a Trade Association is to provide good benefits to their members.

You will be aware of the existing benefits as highlighted on our website and published in this magazine, but the new team are working hard behind the scenes to increase the benefits.

It gives me great pleasure to inform you that we have struck a brand-new deal with an Insurance Broker, ASTON LARK, (formally Aston Scott Insurance Brokers, some of you may be familiar with them) and this new agreement will be commencing on 1st January 2019.

Our members in Republic of Ireland please note, this benefit will also extend to you, which we were previously not able to do before.

As Insurance Premiums are well up the pecking order as a serious expense any savings will help that bottom line, therefore, I would urge you to at least give them an opportunity to quote for your next premium. Not only is the focus cheaper premiums, but many exclusive

benefits bespoke to our industry and AVRO membership.

The fact is, as you are aware, we do not have the luxury of large numbers of Insurance Companies quoting for your business as a result of the Industry we are in.

I am very confident; however, our new business partner will not only work hard to find you competitive rates, but they will service your account in a professional manner.

How do I know that?
We have spent many months investigating who we regard as the most appropriate business partner we wish to work with.
Give them a go, nothing to lose.

Look out for further details being announced soon on this fantastic new insurance benefit and contact details for Aston Lark.

Another benefit we are about to announce which will not only benefit your own customers, you can earn commission as well.

It is a well-known Car Rental Company who will provide very preferential rates for your customers.

No more running around looking for loan cars and courtesy cars.

That benefit will be finalised around the turn of the year.

Finally, check out the President's notes in the magazine where he refers to a recent stakeholders meeting, regarding Statutory Fees for England and Wales, which was held last week which I attended.

The big guns were well represented, and I came away from the meeting convinced there is a common goal and we can work on projects and policies together in the future to the benefit of our Industry.

Watch this space!

Graham Steedman



Pictures from Graham's recent visit to Highway Recovery



AVRO President Steve Smith

honest recovery operators are now put on a level playing field to compete for police contracts and the public and road hauliers are protected from over charging.

AVRO's Statutory Charges Review - England and Wales

Following on from the momentum of AVRO's success versus Police Scotland we are leading the conversation over a long overdue review of the English & Welsh Removal, Storage and Disposal of Vehicles legislation that has not been reviewed since 2008.

The memorandum to the 2008 legislation states the statutory "charges should not be punitive or an income generator for the police.....otherwise it is likely to become uneconomic for contractors to continue these operations, if contractors decided to stop work for the police, this would have a detrimental effect on the police's ability to enforce the law".

Most members are probably aware that what they receive in payment for statutory recoveries from various motoring organisations, contract managers, or even direct from HE or Police authorities is significantly less than the matrix charges. Often sums of up to £1500 are extracted from the statutory charges as 'commission' or 'management' fees.

AVRO will be challenging this practice that appears to have become the 'norm' but is clearly contrary to the spirit of the 2008 legislation.

To announce our proposals and to start the conversation, AVRO hosted a statutory charge review meeting of industry stakeholders, in November. We were joined by some large motoring organisations, CPT, FTA, HE, NFDA, The Police and RHA and various national fleet managers. Our aim was to agree some common ground. The DfT have expressed an interest in our findings.

Breakdown Insurance Policyholders complaints increase

You may be aware of recent reports in the national press regarding increased waiting times by policyholders of the major motoring assistance providers. AVRO were invited to contribute to the debate and our comments have featured in The Telegraph, The Daily Mail and BBC's Watchdog. AVRO argue that a contributing factor to the motoring organisations deteriorating service towards their policyholders is because they have continually failed to financially support our industry.

The lack of financial support, for over a generation, has created a crisis point that has culminated in many professional recovery operators being unable to work for the motoring organisations. The diminished pool of recovery operators means the motoring organisations and contract managers often scratch around to find an operator to do the work whilst motorists are trapped at roadside for hours on end.

Leading the conversation on industry policy

In the next issue we will publish AVRO's policy on PAS 43. We continue to lobby SURVIVE to reduce the 'in scope' weight of a recovery truck from 3.5 tonne to over 2.5 tonne to include beaver tails and RDT's. We also feel SURVIVE group needs to be more representative of the core recovery industry so there is a more balanced voice in the group. Early next year AVRO will be publishing our policy on lighting and conspicuity.

New AVRO Benefit

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 provides members with access to HR, Legal, H&S, and a

“ AVRO will be challenging this practice that appears to have become the 'norm'... ”

First of all, I would like to thank all our members for their continued support. The AVRO National Council are not paid for the time they give and the work they do so I would personally like to thank all the team for giving up so much of their time for the benefit of making our industry a better place to work.

The focus of this AVRO council administration is 'to lead the industry conversation'. We have been hard at work with a frantic first 6 months and so I have listed a few of our ongoing projects.

AVRO V Police Scotland

Police Scotland have permitted their management company and recovery operators to charge more than is permitted by law. The Scottish courts ruled this was not permitted and Police Scotland now accept this. Incredibly, despite the court ruling, Police Scotland are still allowing this malpractice to continue.

AVRO have been vindicated with the successful legal action as it has prompted the Scottish Government to review the statutory vehicle removal legislation to stop the unlawful practice. AVRO are presently in consultation to ensure the integrity of our industry remains intact, we hope



Tax Service. All these services are delivered directly by Quest (formerly known as Qdos) and access couldn't be easier. One phone number – 01162 437615 for access to all advice line services. One website where members will be issued with their own unique login details. The website features a document library with almost 800 free downloadable template documents covering employment, health & safety and legal matters.

Events to look out for this coming year from AVRO

Remember to book your table at next year's AVRO social event, date and venue to be confirmed shortly.

Insurance and fuel card partners announced

Website revamp - watch this space

AVRO NEWS editions - Congratulations to Jazzy and Sara for making a success of AVRO News which is packed full of industry content every edition. We love hearing about real life recovery events so please feel free to contact

us, so we can publish your story.

Graham Steedman is touring the length and breadth of the Country to meet each and every one of you and let you know about our many members benefits, such as our 'free to members' legal advice helpline (as detailed above), fuel cards, vehicle hire and AVRO insurance. A full list of our benefits can be found in this issue.

I would ask you all to spare a thought for the families who have lost loved ones carrying out roadside work this last year. We continue to support SDMO campaign and hope to offer assistance wherever we can. AVRO continues to argue that recovery operators deserve the same level of protection as civil engineers, HE and The Police who all enjoy protection vehicles in live lanes as a matter of course.

There are many more surprises and offerings in this edition, so I will stop talking now, other than to wish all our readers a Happy Christmas and Prosperous New Year!

Steve
Smith



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PAS43:2018 PUBLISHED

Good news - the latest version of PAS43:2018 Safe working of vehicle breakdown, recovery and removal operations – Management system specification has just been published and is available from the British Standards Institute.

<https://shop.bsigroup.com/ProductDetail/?pid=000000000030371092>

This publication was sponsored and developed by SURVIVE and published under Licence from BSI. SURVIVE is a partnership between the Government, the Police Service, motoring services organizations and the motoring industry. It aims to improve the safety of road recovery operators' employees and customers in breakdown, recovery and removal situations.



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PAS 43

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Supporting the Vehicle Recovery Industry



A number of organisations/associations were represented during the drafting of the new PAS43:2018, namely SURVIVE Working Group 2. Following the drafting a formal consultation process was managed by BSI.

Aim of PAS 43

Vehicles that are incapacitated due to a breakdown or accident carry a high risk of causing danger to their occupants and other road users and are a potential cause of traffic congestion. The rapid and unhindered attendance of a competent road recovery operator is a means of reducing these risks.

In order to meet legislation, standards and best practice, and in the best interests of the public, there is a need to promote standards of safe working amongst road recovery operators.

The requirements contained within PAS 43 are intended to provide safe working arrangements for road recovery operator technicians and road users. It outlines best practice procedures for:

- a) attending vehicle breakdowns and their recovery and/or removal;
- b) other aspects of vehicle breakdown, recovery and removal by specifying

requirements for:

- 1) the type, maintenance and safety marking of road recovery vehicles and their equipment (see Clauses 6 and 7 and Annexes A and B);
- 2) the training, competence and behaviour of road recovery technicians (see Clause 10, Clause 11, Annex C and the SURVIVE Website);
- 3) the use of personal safety and protective equipment and clothing (PPE) by road recovery technicians (see Clause 8);
- 4) the maintenance and organization of road recovery operators' premises (see Clause 9);
- 5) the effective implementation and maintenance of standard operating procedures (see Clause 5):

PAS 43 2018 is intended to be read, and used, in conjunction with the current version of the SURVIVE Best Practice Guidelines. The primary objective of the Best Practice Guidelines is to help to ensure the safety of all concerned, whilst technicians are working on breakdowns, recoveries and removals on all types of roads. The Best Practice Guidelines are not intended to replace PAS 43, but are to be seen as complementary to it.

Users of the PAS are advised to consider the desirability of quality system assessment and registration against the appropriate standard in BS EN ISO 9002 by a certification/assessment body accredited by a National Accreditation Body such as UKAS.

Summary of Changes in the 2018 Edition

The main amendments include clarity over the definition used for competent trainer and competent person. In Annex C the vehicle equipment tables have been aligned better to the varied fleet in use today within the industry and any normative requirements (must do) have been moved to either Clause 10 Technician Requirements, or Clause 11 Training Competence and Behaviour of Road Recovery Technicians. The working group has also removed duplications between the Best Practice Guidelines and PAS 43. Likewise, any non-safety specific requirements have also moved to the best practice guidelines.

An improved explanation is included of what training each technician must receive. The requirement within PAS 43 for induction training is to either attend VR modules (VR01 Basic Health and Safety, VR02 Customer Service and VR03 Assess the Roadside situation - dynamic risk assessment), or document a clear link between other induction training programmes and ongoing assessments to the National Occupational Standards.

The table on the page following sets out the changes within each section of the PAS with the time-scales for implementation.

Document Section	Details of change	Date for Implementation of change
Scope	Removal of reference to "at the roadside" and note added that the PAS may apply at locations other than at the roadside which may be controlled by other regulations and best practice	Immediate
3.3	Addition of definition of competent assessor added	Immediate
3.4	Competent person - change of wording to clarify definition - no changes to requirements	N/A
3.5 and 10.1.2	Competent trainer - change of definition to include requirement for recognised training qualification	2 years from publication of the 2018 Edition of the PAS (i.e. 1 October 2020)
3.11	Definition of removal changed to that contained in SURVIVE Best Practice Guidelines	Immediate
6.1	Requirement for MOT or Certificate of Roadworthiness included as a mandatory requirement - previously a note (a note being a recommendation)	Immediate
6.2	Requirement for vehicles to be maintained, examined and inspected as laid out in the Guide to Maintaining Roadworthiness included as a mandatory requirement- previously a note (a note being a recommendation)	Immediate
7	Requirement for vehicle inspection records to be held for an additional 3 years removed	Immediate
10	Technician Training - Rewritten to make requirements clearer and presented in more logical format - no change to requirements	N/A
11	Standard Operating Procedures - additional requirements documented in this section - taken from elsewhere in document - no change to requirements	N/A
12	Summary of duties under Equality Act added	Immediate
Annex C	Guidance relating to working at the roadside removed as this was a duplication of Best Practice Guidelines. Guidance on example of suitable training - (VR modules) simplified - no change to requirements	N/A
Annex D	Guidance relating to disabled and vulnerable customers, children pets and domestic animals and livestock removed to BPG - no change to requirements	N/A
Annex E	UKAS annual head office assessment added and number of witness visits changed to 2 witness visits in 3-year cycle - previously 1 per annum up to 50 certificates and 2 over 50 certs	Immediate
Annex F	Rewritten to provide clarity. Requirement for certification and inspection body assessors to have demonstrable expertise in leading assessment teams removed. Minimum training content for certification and inspection bodies documented	Immediate

Working Group 2 Members

- Allianz Partners
- Association of British Certification Bodies
- Association of Vehicle Recovery Operators
- Automobile Association
- AXA Assistance
- Federation of Certification Bodies
- Green Flag
- Habilis Health and Safety Solutions Limited
- Highways England
- Institute of the Motor Industry
- Institute of Vehicle Recovery
- LV Britannia Rescue
- National Police Chiefs' Council
- RAC Motoring Services
- REACT (Roadside Emergency Action Concerning Tyres)
- Road Rescue Recovery Association
- Scottish Vehicle Recovery Association

RECENT QUESTIONS REGARDING PLATING AND ROADWORTHINESS TESTING

The AVRO office fields many technical questions for our members, the responses have been provided by DVSA at Swansea and also highlights that some DVSA testers understanding of the changes are on occasions slightly misguided, hence DVSA Swansea are advising testers of issues that have arisen so far.

Recent questions regarding Plating and roadworthiness testing ;

Q). When approaching my local ATF for a roadworthiness test I have been told that they will not be carrying out any roadworthiness tests after MAY 2019.

1. Answering your first question, what we have said about roadworthiness testing and breakdown vehicles is that operators that have these that are light enough to be used under Construction and Use/ Authorised weights regulations can continue to have these provided their tax is not due, so they can keep in compliance with the annual requirement from police or local authority etc even though they are not required to have a statutory test. However from May next year they will all have had to have

been plated and tested by then so the facility will be withdrawn for them. This doesn't affect the overweight ones or all the other classes of still exempt test vehicles which will still need the roadworthiness examination alternative to a statutory test. Perhaps we need to reinforce our instructions as there seems to be a bit of confusion.

Q). Does my Foden GS 6x6 come under plating regs and is it based on 26 ton.

2. The issue about these ex British Army recovery vehicles is that they weigh more in operational condition than is legal under the Authorised Weights Regulations for a three-axle vehicle on single tyres which is a maximum of 25 tonnes. We have said that these can only be operated as a Road Recovery Vehicle under Schedule 4 of STGO. We have also said that we are not going to plate and test vehicles that can only be used under STGO whether they are recovery vehicles or engineering plant that is too heavy for the normal legislation.



This does not mean that we are stopping these vehicles from being used on the road for recovery purposes but they do have to comply with the conditions of schedule 4. The only people that can't use these vehicles are military vehicle preservationists not entitled to use Schedule 4 as they are not using them for recovery purposes.

Q). My current heavy recovery vehicle used to be plated and tested until forced down the roadworthiness test route, when it has been presented, the roller brake test states insufficient weight on axles 3 and 4.

3. Regarding the insufficient load issue, we don't require vehicles to be loaded for test if it is not practical to do so and I would put a breakdown vehicle in this category. We would test as presented and provided the brake effort was over half the presented weight we would accept it, locks or no locks.

CONSPICUITY LIGHTING FOR RECOVERY VEHICLES

Conspicuity lighting for recovery vehicles.

Everyone is chanting for the authority to use different warning lights for their recovery trucks.

Firstly perhaps we should campaign for all non-Recovery and STGO trucks that have been fitted with amber warning beacons to have a park brake inter lock fitted that prevents them from driving with beacons on when the brake is released because I fail to see what danger a plumber with his beacons flashing doing 70mph in the outside lane is trying to warn us about.

Under the Road vehicles lighting regulations it does state that you are not allowed to use amber warning beacons over 25 mph except in the case of Recovery vehicles to make good progress or an escort vehicle for over width or length STGO moves.

There are many of these antiquated regulations within the lighting regulations but previous transport ministers allowed amendments like flashing red lights on bicycles and red lights for highways England officers, so there could be hope for us.

Several years ago a survey was conducted on behalf of the government by a University on Glare and detection times for different colour flashing warning beacons, the results were;

Amber, had one of the quickest beacon detection time during the day but created a glare at night.

Blue, had good beacon detection day or night.

Green, had poor detection times.

Red, had fair detection times and minimal glare.

Magenta was amongst the slowest detection times.

The report did conclude that the use of an additional flashing colour red with an amber beacon offered the best detection times.

The survey report by Loughborough University makes interesting reading, perhaps we should pursue that avenue with the Transport Minister.

If you would like to advertise with us, or have any editorial that you would like to see in our next issue then please email or call Jazzy on jazzy@avrouk.com or 0178857 2850

It's all about you!

In warm appreciation of our independent Vehicle Recovery Network for your continued support in all weather conditions, we extend our Season's Greetings and very best wishes for a successful 2019.



KEEP IT RUNNING



Gemma Colling, Call Assist's Health and Safety/Environmental Officer, has recently completed her 100th marathon.

"More people have been on the summit of Everest than are a member of the 100 marathon club," she said with pride.

But how did it all begin?

"Funnily enough, whilst on shift at Call Assist. My colleague, Addy Roy and I were talking about the London Marathon and I joked that I would apply for next year... Little did I know that I would actually get picked to run", she laughed. "Upon finding out, I began training for the first time since P.E. lessons in school and when the time soon came around, I ran the 2014 London Marathon."

Since completing her first marathon, Gemma has managed to combine her passion for running with

travel, as she has continued to take part in marathons located in both the UK and Europe. Gemma pursues this mostly on the weekends, but has taken paid holiday when the dates coincide. To keep her legs going between marathons, Gemma runs around 6 miles twice a week and will sometimes do a bit of swimming after work.

As well as being a release from work, Gemma has found that running enables her to explore places that she would never think to visit and socialise with people outside of her work circle. "I can't imagine another scenario where you can become friends with both a librarian and a pilot," she shared.

It wasn't until 2017 that Gemma learnt about the 100 Marathon Club. At this point she still had 71 marathons left to run to make her numbers up. Gemma explained that she didn't plan to reach 100 by the end of 2018 but now that she has achieved this, she has

already set her sights on her next running goal. Gemma would like to complete 100 marathons in 100 weeks next. But her ultimate goal is to take part in the Western States Endurance Run, the world's oldest 100-mile trail race that starts in Squaw Valley, California and ends in Auburn, California on the last full weekend of June each year.

She is ready to be officially awarded by the 100 Marathon Club on December 31st in Betteshanger, Dover.

With the ability to recover fairly quickly in time for the next race, Gemma does not see herself stopping anytime soon. Gemma's colleagues at Call Assist are delighted for her and are only too happy to give their support to her on this journey.



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THE NEW 2019 FINANCIAL STANDING RATES FORECAST



Applicants for a standard operator's licence must prove that they are able to maintain their vehicles for the duration of their operator's licence. This is known as financial standing and is set in euros and then converted to pounds sterling according to the exchange rate at the time. The first working day in October is when the rate is set for the following year for non-Eurozone countries.

2019's rate has increased from the previous year and has been set at 0.88730 and is therefore:

-€9,000 (first vehicle) = £7,985 (currently £7,950).

-€5,000 (vehicles after) = £4,436 (currently £4,400).

Official figures will be announced shortly by the Office of the Traffic Commissioner however these figures are according to forecasters, expected to be rounded to the nearest £50.

Although this process does not tend to affect restricted licence holders, the Senior Traffic Commissioner has recently consulted on proposals to review financial standing rates for restricted licence holders. If the rates do therefore change, an announcement is expected by the end of 2018.

COMMERCIAL VEHICLE OPERATORS USING OLD TYRES TO FACE INVESTIGATION

Vehicle operators found using tyres more than ten years old to face investigation and potential regulatory action

The DVSA has said it will carry out follow-up investigations if a tyre more than ten years old is found on a commercial vehicle as part of its routine heavy vehicle enforcement work.

If the operator cannot give an adequate explanation for using an old tyre, or their tyre management systems are not up to standard, DVSA may refer them to the Office of the Traffic Commissioner for potential regulatory action.

Jesse Norman, Roads Minister, said: "I asked the DVSA to consider this measure as a means to tighten enforcement against the use of older and potentially dangerous tyres.

Dangerous tyres

"This is an important step forward in our efforts to improve tyre safety.

"The Department for Transport is continuing to work with experts to collect robust evidence on older tyres.

"This research will report back in the spring."

Gareth Llewellyn, DVSA chief executive, said: "Tyre safety is vital and DVSA has always taken strong action to protect the public from unsafe tyres of all ages.

"By changing our approach, we're sending the message that no one should use tyres more than ten years old."

DVSA has also updated its categorisation of defects guide for agency enforcement staff to include tyres aged more than ten years old fitted to any heavy vehicle or trailer.

Safety of ageing tyres

Earlier this year, the DfT announced a study into the safety of ageing tyres – the first publicly



funded research of its kind in the UK.

In 2013, the DfT issued guidance to all operators setting out that tyres that have reached the age of ten years should not be used on a steering axle, and stipulating strict conditions if they're to be used at all.

Since then, the DVSA vehicle standard standards assessors and vehicle examiners have routinely checked the age of tyres on these vehicles every year, as well as in fleet and roadside inspections.

Article Courtesy of Garage Wire

GARAGE WIRE

TRAFFIC COMMISSIONERS RELEASE BULLETINS SO OPERATORS CAN LEARN LESSONS FROM ISSUES RAISED IN PUBLIC INQUIRES

The Office of the Traffic Commissioner is starting a new series of bulletins designed to help maintain and promote O licence compliance. This will include looking at some of the key issues raised in public inquiries.

In the first one, guidance is delivered on downloading and driver defect reporting.

Downloading vehicle units and driver cards

- Choose the appropriate period within the maximum.
- Take a risk-based approach.
- Contemplate the following factors that might increase risk of non-

compliance: drivers who are away from base, drivers with a history of previous offences and drivers on strict schedules.

- Be aware of the possibility of data from driver cards being overwritten if the period for driver cards has surpassed.

Driver defect reporting

- Look out for tachograph reports that begin with immediate driving as this would indicate unrecorded walk round checks or no checks at all meaning the records are incomplete.
- Drivers should immediately place their card in the slot and select "other work", every time they drive.



This should be habitual and failing to do so may be a deliberate action.

- Operators should be aware that drivers may hide extra driving or other work at the beginning of the day in case of potential problems later.

For further information please contact a member of our regulatory team on 01254 828300.

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ROADSIDE TECHNICIAN SAFETY RAISED IN HOUSE OF COMMONS DEBATE

Concerns for the safety of roadside recovery workers have this week been raised in the House of Commons during a debate on Road Safety.

Tracey Crouch, Conservative MP for Chatham and Aylesford Commons raised the issue after meeting Sam Cockerill, whose partner was killed instantly in September 2017 when a HGV strayed on to the hard shoulder of the M25 and hit him while he was recovering a stranded vehicle.

Speaking during in the House of Commons debate last night (Monday 5 November), Crouch said: "First, there is a request for roadside rescue and recovery operators to be able to use prominent red lights while attending accidents and breakdowns.

"At present, they are only permitted to be fitted with and use amber warning beacons while attending incidents. There are two reasons why using red lights makes sense.

"First, there is a scientific phenomenon called the Rayleigh effect, which means

the red light can be seen further away.

"Secondly, the colour red elicits a more serious reaction, whether consciously or subconsciously, in the minds of road users approaching a hazard and drivers adjust accordingly."

Crouch also requested for the Department for Transport to collect data on the number of casualties specifically among recovery workers.

Slow Down, Move Over

She later made reference to the America's Slow Down, Move Over laws which are now in place across all 50 states before highlighting calls for the government to halt the roll-out of all-lane-running motorways and to implement so-called smart motorways in a way that takes account of the rights of those who work on the hard shoulder, particularly recovery operators.

Crouch said: "The campaign is for all those roadside and recovery workers who have experienced near misses or lost their lives, such as my constituent Sam's partner, Steve.

"I would be grateful if the Minister in his response committed to meeting me, Sam and others to discuss the matter further so that we can make progress in protecting those who come to our rescue when we need it on our roads."

Stan Gallears of TruckEast Ltd and founder of Facebook group 'All roadside workers UK – Slow Down Move Over' said: "We are finally starting to get there now it's in the government circles now let's hope they acted and make it happen this is down to you lot."

Following the debate, Facebook page Slow Down Move Over posted: "This is a monumental break through today.

"If anyone was in doubt about supporting the campaign for safer roadside rescue and recovery, I hope you will now accept it is making a difference and [will] support it."

Commenting on the post, Peter Puggy Douglas wrote: "Well done. Finger crossed now something will be done for roadside recovery." *Article courtesy of garage-wire*

GARAGEWIRE

AVRO NEWS

15

AVRO'S BENEVOLENT FUND JOIN AMAZON SMILE

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Amazon Smile has been created to raise money for The AVRO Benevolent Fund, Amazon will donate 0.5% when you purchase something at checkout at no cost to you.

All you have to do is log onto <https://smile.amazon.co.uk> you will be asked to select your charity just type in 328297 in the search bar, this will locate "The Association of Vehicle Recovery Operators Benevolent Fund."

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Benevolent Fund
Supporting the Whole Recovery Industry Since 1989



CAMPAIGN FOR SAFER ROADSIDE RESCUE AND RECOVERY SUPPORTS LAUNCH IN WESTMINSTER

The Campaign for Safer Roadside Rescue and Recovery (CSRRR) reached another landmark moment yesterday with the launch of an All Party Parliamentary Group (APPG) focussing on the industry's issues. The CSRRR was launched in October by a coalition of industry figures and bodies – including the Recovery Industry Support Charity (RISC). The campaign is pushing for increased safety for recovery industry workers – including the use of flashing red warning beacons and a change to the Government's policy on 'All Lane Running' Motorways.²

The Rt Hon Sir Mike Penning MP, one of 7 MPs in attendance, was elected Chair of the APPG. Commenting on the occasion, he said:

"I know from my previous work as a Roads Minister³ – and also just as a motorist – what an important role the roadside rescue and recovery industry plays in society. For too long their concerns have been overlooked by government. Today's initial meeting of the APPG marks a massive step towards putting that right and securing the recognition and protection this vital industry demands and deserves."

Also in attendance was Sam Cockerill, whose life had been turned upside down when her partner was killed while recovering a vehicle on the side of the M25 last September⁴. Sam Cockerill's MP, Tracey Crouch, attended the meeting. Tracey Crouch said:

"I was deeply saddened to learn of the case of my constituent Sam and her deceased partner Steve. But it wasn't until I spoke with Sam and read about the issue that I realised the extent of the problem and the feeling in the industry that lawmakers weren't listening to them. My hope is that today will be the beginning of the industry having a proper voice in Westminster."

Some of the leading figures behind the Campaign also attended the meeting. Amongst them was Andy Lambert, Chairman of RISC, and Richard Goddard of Automania Group.

Andy Lambert commented: "I have been working in the recovery industry for over

50 years. In that time it has always felt that government take decisions without consideration of how it will affect our industry. This lack of knowledge costs lives, and hopefully today is a sign that things are finally beginning to change."

Richard Goddard commented: "Today was an emotional day for me personally. This industry has been seeking recognition from government for as long as I can remember – to little effect. But now after years of driving for change, it feels for the first time that we've got the backing of some powerful, industry-aware MPs who will help us achieve the recognition we deserve and raise our status to that of an essential emergency service."



A "MOVE OVER LAW" IN FRANCE IS TO PASS

A "Move Over Law" defended for several months by the French Association "Fier d'Être Dépanneurs (FDD)" is passing for a vote at the Council of State.

In other words, the French Ministry of the Interior road safety delegation has clearly validated the principle of a "safety corridor" for workers on the side of the roads.

If the Assistance and Towing operators are the first affected by this Decree, all security and emergency workers on roadsides are concerned.

To remind you, the safety corridor is a virtual barrier that any driver must comply with

as soon as they approach any worker's intervention on roadsides and highways.

Drivers must change lanes in a way to leave space between the workers and the emergency vehicles by moving to the left and leave as much space as possible or to slowing down very significantly, especially outside interstates and highways.

It is a significant victory for all towing and assistance operators, as well as for the FDD French Association that were the instigators of these negotiations poorly welcomed at first by the road safety.

All is well that ends well. Now remains to raise awareness among drivers and the task will be a very long process.

As reminded by the Road Safety, the safety corridor takes inspiration from our

friend's "Move Over Law" in North America. Canada and the United States have put in place the safety corridor (Move over, slow down, it's the Law) for many years.

But compliance on the roads remains very fragile with, in the majority of accidents, a total driver's ignorance of the application of the "Move Over Law". In the USA only, nearly 100 deaths per year are recorded only in the Towing and Assistance profession.

Henceforth, communication must become a priority, by beginning to put up a slogan as an example on the tow trucks like "The Safety Corridor, it is the law", could be useful.

To learn about the origins and history of the Safety Corridor in the world, we invite you to read or re-read the article devoted to the subject in LDM magazine N ° 69.

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ALL NEWS

VIDEO



GALLERY OF PHOTOS



WEBSITES AND E-MAIL





'SLOW DOWN OR MOVE OVER SAFETY'

ROADSIDE ASSISTANCE AND RECOVERY EXPERTS CALL FOR MOTORISTS TO 'SLOW DOWN OR MOVE OVER'

www.slowdownmoveover.uk

Longstanding campaigners for the safety of roadside technicians and independent recovery operators, Allianz Partners, AXA Partners, LV= Britannia Rescue and Call Assist, applaud news that the traditional motoring clubs have joined the battle to improve awareness among drivers of the dangers to professionals at work on the motorway. As momentum gathers pace, the industry is urging Government to enforce change and save lives. The aim of the 'Slow Down Move Over' group, reformed in 1997 and now backed universally by the roadside and assistance industry, is to get Government to recognise that the motto 'slow down or move over safely' should actually be a safety measure within the Highway Code. Life changing or fatal accidents involving independent recovery operators and roadside technicians continue at an unnecessary and alarming rate, but could be avoided by raising greater awareness among road users.

Director of 'Slow Down Move Over' and Managing Director of recovery and roadside breakdown company, Service On Site, Paul Anstee, said of the call by the industry, "We have been working hard to drive change across the industry and by fellow motorway users. Now that we have backing from the majority of key players across the industry we are confident that the much needed change will indeed happen."

"With the assistance of four of the most respected work providers within our industry we have been working hard to raise awareness of roadside workers and road users who find themselves stranded at the roadside. Now that Green Flag, the RAC and AA are also supporting the campaign we have unified backing from all areas of our industry and we are confident that change will happen."

Mark Debenham, UK Network Manager for Allianz Partners UK, comments, "This is an important campaign that brings together key voices from across the industry. By pulling together, we are representing the roadside assistance and recovery workers who don't have a voice. Politicians need to listen to the

Working towards education and awareness



Awareness to broken down public



Awareness to the public passing



Awareness working at the roadside



You can find us on:



We have created social media links to help raise awareness! Please share!

Find out more go to the website www.slowdownmoveover.uk

Slow Down Move Over is a non profit organisation



concerns of this vital industry and the professionals who risk their own safety to help others stranded on roadsides up and down the UK.”

“Encountering a vehicle breakdown or working at the side of the road is extremely dangerous for our customers and our network of vehicle recovery operators. This campaign helps raise awareness to all road users of the importance of slowing down and moving over and putting this into the Highway Code will hopefully ensure that we continue to reduce the risks for the people who keep the country going by attending vehicle breakdowns,” adds Chris Keady, Network Manager for LV= Britannia Rescue.

A spokesperson at AXA, says “The work of an emergency breakdown mechanic can often be treacherous with many of them working in challenging conditions to help motorists in their time of need. With so many avoidable mechanic deaths occurring on our motorways every year, protecting these workers should be an absolute priority for government, and we’re proud to be working with cross-industry partners to raise awareness of the ‘Slow Down

Move Over’ campaign, helping make sure mechanics are safe when attending emergency breakdowns.”

“This campaign is so important to our industry and our customers. If road users see flashing lights or a stranded vehicle, they should automatically think ahead to slow down or move over when it is safe to do so,” states Ben Johnson, Director of Networks at Call Assist. “Emergency services cannot always reach an incident in time to warn approaching traffic and road users should always ensure they approach incidents with due care and attention for the safety of the roadside technician, our stranded customers and of course, their own safety to avoid a collision.”

Another supporter of the campaign is Richard Goddard, Managing Director of one of the UK’s leading rescue and recovery operators, Automania. He spearheads an All Party Parliamentary Group in partnership with public affairs specialists Tendo, to get the industry recognised as the 4th emergency service alongside the police, ambulance and fire service. Richard is lobbying Government to back the use of red

lights by technicians and recovery operators, which will be vital in getting motorists to slow down and move away. Comments Richard Goddard: “Recovery agents need protecting, and whilst the safety of passengers is important, so is the safety of our staff and all assistance professionals. The industry lost 3 agents in the last year, which confirms how serious this matter is.”

Paul Anstee of Slow Down Move Over, concludes: “This is a really important time. We have the attention and wide support of independent vehicle recovery operators, breakdown clubs and trade associations and are now calling upon those with specialist skills to grow the campaign further. The vision of Slow Down Move Over is to build a group that is all encompassing, reflective of our industry, transparent in its approach and free from any ‘industry politics’, focusing purely on safety.”



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AVRO ADVENT CALENDAR

2018

March / April



April / May



May / June



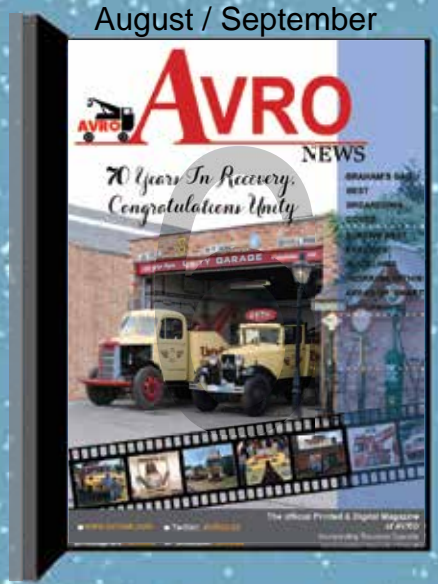
June / July



July / August



August / September



September / October



October / November



November / December



What a year it's been...

Avro vs Chief Constable of Scotland

Being of opinion that the members of the Avro Association should be advised on the status of the Avro Association in Scotland...

AVRO 10,000 MILE RALLY 2018



Comments from Paul Anstee of Slow Down Move Over

Comments from Paul Anstee of Slow Down Move Over

Having the opportunity to meet the members of the Avro Association... to discuss the safety of the Avro Association...

24 Hour Roadshow

24 Hour Roadshow

The Avro Association has been successful in securing a 24-hour roadshow... to promote the benefits of the Avro Association...

A MASSIVE WELCOME TO AVRO'S NEW PRESIDENT STEPHEN SMITH

A MASSIVE WELCOME TO AVRO'S NEW PRESIDENT STEPHEN SMITH

Stephen Smith has been elected as the new president of the Avro Association... to replace the outgoing president...

WHEN YOU SEE MY LIGHTS FLASHING THEY ARE FLASHING FOR A REASON RESCUE RECOVERY

WHEN YOU SEE MY LIGHTS FLASHING THEY ARE FLASHING FOR A REASON RESCUE RECOVERY

When you see my lights flashing... it means I am on my way to a rescue or recovery operation...

EILIS RETIRES AS AVRO PRESIDENT

EILIS RETIRES AS AVRO PRESIDENT

Eilis has served the Avro Association as president for many years... and will be retiring at the end of the year...

AVRO PROUDLY WELCOME A NEW COUNCIL MEMBER

AVRO PROUDLY WELCOME A NEW COUNCIL MEMBER

Gary Grieves is our new representative for Region 2... and we are pleased to welcome him to the team...

UNITY RECOVERY 70TH ANNIVERSARY

UNITY RECOVERY 70TH ANNIVERSARY

Unity Recovery is celebrating its 70th anniversary... and is proud of the achievements it has made over the years...

NEW AVRO MEMBER BENEFIT

NEW AVRO MEMBER BENEFIT

The Association has arranged with a range of service providers... to offer a new benefit to its members...



CELEBRATING 70 YEARS OF CROUCH RECOVERY

Crouch Recovery is celebrating its 70th anniversary... and is proud of the service it has provided over the years...

Thank you for all the editorial and advertisement sent to us for publication over the past year.

COMPLIANCE JUST GOT SMART!

PATAM launch in conjunction with Team BRIT
- Compliance just got SMART!



The official launch of the Professional Automotive and Transportation Accreditation Matrix (PATAM) card scheme took place at the Team BRIT HQ on the 6th November 2018 with guests from across the logistics, automotive and recovery industries.



The PATAM Launch that was held at Team BRIT HQ



Gary Tucker and Ian Dumont introducing the PATAM card scheme

The PATAM card scheme is a digital identity, qualification, security and complete compliance solution to record and prove companies training and accreditations of their staff. Featuring PATAM Smart technology the App and physical cards can be branded to meet the companies needs and used to show compliance of policies and procedures already in place.



The PATAM Identity Card

The PATAM card schemes are designed for individuals, company or associations, as membership solutions depending on requirement.



The range of PATAM schemes that are available

To register for a card all applicants must complete the outstanding online DriveAWARE module and a government licence check in order to prove compliance and uphold the integrity of the card.

Team BRIT

Special thanks must be given to the outstanding team at Team BRIT a professional race team that supports injured servicemen and women in their recovery. As an official race team their progress and development cannot be matched and their ultimate aim is to race in the Le Mon 24-hour race. To find out more, please visit their website - www.teambrit.co.uk



Thanks to everyone who attended. To find out more about PATAM, please visit www.patamgrouplimited.uk

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Tribute to Anne Beahan

(Doll)

It is with great sadness and a heavy heart we have to announce the sudden and tragic passing of Anne Beahan, Dublin Ireland on the 3rd of October 2018. Anne was a long time AVRO supporter, and Recovery Industry advocate. She will be greatly missed by her loving husband Derek, daughter Catherine, son Andrew and grandson Cathal as well as her many friends and everyone that knew her.

The moving funeral mass took place in Anne and Derek's home Parish of St Michaels in Inchicore and it was so well attended that not all the congregation could fit inside the church, a true testament to how well liked and respected she was.

Known affectionately as Doll, she was a regular at Industry events and AVRO shows down through the years and was well liked and known to all. Mrs Beahan was also

very welcoming to new members and their partners. Anne was the matriarch behind Derek Beahan Recovery, former AVRO First Lady and Derek's right hand woman. Always there with her warm smile, big laugh, a kind word and a dirty joke she had many friends within AVRO and was a strong Industry ally and an important backer in Region 15.

After helping Derek establish Derek Beahan Recovery in the 80's from nothing, while also taking care of her young family she remained active in the business and was a great sounding board for the many ideas and initiatives Derek introduced during his tenure as Region 15 Chairman and later as AVRO President. Anne also spoke out on behalf of the partners of Recovery Operators and made sure their voices, concerns and

opinions were heard.

Anne was a keen gardener, dedicated shopper and lived to care for her family, whom she adored. A well respected, bubbly and fun character Anne will be greatly missed. The stories and memories are endless, and Anne was one of a kind, may she Rest in Peace – Si Suaimhneas Siorai.

Derek and his family would like to thank everyone for the overwhelming and wonderful support they have received at this very sad time.



Sorry.... time to start thinking about

No not present shopping, that can wait until about 4pm on Christmas Eve when all the shops are quiet and the "post-Christmas" sales have started!!!!

No doubt the Christmas period is a busy time for recovery firms, it's a busy time for telecoms providers too!

Some telecoms companies will be overwhelmed with questions like the ones below. Although we love to do things for our customers, we set them up so that they can do all of this themselves, from anywhere!

- How do I divert calls to a mobile
- How can we move a divert from mobile to mobile over Christmas
- Can I set up a divert to more than one mobile
- Can a divert call one mobile and divert to another if busy or unanswered
- How do we change our welcome message for the Christmas period

• Are you open over Christmas so that we can make changes as above

• What happens if you wake up on Christmas morning and I haven't done any of the above?

As an AVRO member we would be very happy to advise you on any of this and let you know what you should expect from your current set up and what it is possible to achieve.

Call and speak to Matthew today and give yourself a stress free Christmas.

0330 053 8160
Or you can email matthewb@inreachcomms.co.uk

Just give Matthew a call on the below number for further advice!

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IRISH CHRISTMAS PARTY & AGM



Hi all What a weekend that was, I was in some amazing company this weekend, still can't get my head around how good it really was...

My host was the very own John Reilly who drove us around like I was royalty (there's a video of that) he showed us the sights and sounds of Dublin by day and by night, some of the amazing countryside (where I still managed to find a car part) I was also lucky to visit 2 great companies to see how the Irish do things and boy they do things different....

Thanks to Derek Beahan and to Keith Kelly for showing me around

While I was here Region 15 of AVRO were preparing for the Tullamore Christmas party, so the build-up was some training with Gary Tucker (Mental health awareness) and some training with Jane Cattaneo F1 NTP from F1 personnel. I was lucky to be put into the Regions meeting too which I have great delight in saying that they are like so many others getting 150 percent behind the

#SlowDownMoveOver campaign, leading the way from the awesome association, the passion for this industry in that room was something I have never witnessed, the passion and the love not just for the industry but for their staff and for each other, honestly hand on heart amazing!!!!!!

Being the great people that I now know they are, one night of a party isn't really enough so meeting so many faces from Facebook was a real honour chatting about challenges they face over here and the dangers exactly the same for us here in England but some with twists.

Huge thanks to Eamon Kelly and gang for what has to be one of the best industry parties I have ever been too, If you're not in AVRO or in Region 15 then you really should be

The amount of money raised for the AVRO Benevolent Fund was unreal people brought mystery envelopes (someone got a badge) Neil Yates, some had the famous space suit Baz Cooper...

Hoovers, some rebel called Duffy stole a television (hope the court case goes well) booster packs, karaoke machine, the list of prizes on raffle and list of auction items were unreal all for a great thing that supports our own.

Di Perrie and I would like to thank everyone for having us it was amazing and thanks again for Irish Car Express for making this happen it was a huge pleasure and a huge honour ... nearly shed a tear in the airport.... but that's because I discovered a green wig that had been put in my bag!!!!!! The English regions can learn a lot from Region 15 and if we had 5 percent of what they had we are on to a winner.

Thank you so so so much for everything much love ... until next time!! Keep safe and #SlowDownMoveOver #IrishRecovery #AVRO #Region15

Baz Cooper
BSC Recovery





Once again Region 15 showed how to run a social weekend, the whole weekend at Tullamore which is becoming a home from home was well presented with a number of training sessions being run from heavy recovery, mental health, electric vehicles, etc.

On the Saturday evening a great time was once again had which started with a very good meal with around 150 in attendance. This was followed by a display of Irish dancing by two young girls after which Eamon Kelly did a great job in running a raffle and auction with a large number of donated prizes on offer.

This was helped by Santa's little helpers in the guise of the Costello Triplets who worked tirelessly in selling the raffle tickets through the evening, which resulted in a great boost to the AVRO Benevolent Fund, this worked very well, how could you refuse to buy from them? Mind you they sold me a duff lot of tickets.

Once Eamon had wrung all the money he could from the attendees they were entertained with music and dancing till the early hours, or so I am told..

The Region meeting for 15 was held on the Saturday afternoon when Eilis resigned as the National Council Member and was presented with an Honorary membership certificate as a sign of AVRO's appreciation for all the hard work she has put into her various roles culminating in holding the President's post for a number of very successful years. (I see already Ryanair profits are falling)

Derek Beahan agreed to take up the mantle of new National Council Member for Region 15. Many will have fond memories of Derek as he also held the President's post in the past.

AVRO Benevolent Fund, as do the many AVRO members who attended owe Eamon and his team a very large thank you for the vast amount of work they put in to make this a very enjoyable weekend, also thanks to the hotel which was the perfect site for the weekend with all staff, food, and facilities being of top-notch standard

As Chairman of the Benevolent Fund I would on behalf of the other Trustees like to thank Eamon and his team for all their hard work which provided the fund with a very good donation.

Eric Hammond



Thanks go to Nick Ovenden of the IVR who made a substantial donation to the AVRO Benevolent Fund after holding an IVR heavy recovery training course in Tullamore over the weekend.





Eric presenting Eilis with Honorary membership at Region 15 AGM

Eamon Kelly and Derek Beahan present Eilis Murray with a gift on behalf of Region 15 (Southern Ireland) for her retirement and incredible successful 10 years of service to her Region and AVRO. She was also made an Honorary member of AVRO. The event was hosted and sponsored by both Eamon and Derek at the Tullamore Court Hotel, Tullamore, Southern Ireland. A superb venue. It was a superb weekend which included the Region's AGM, various excellent Recovery Awareness Courses, the Xmas bash which raised a good few thousand pounds for the AVRO Benevolent Fund and it was abundantly clear throughout the weekend the comradeship between the members. It was almost worth the splitting headache the following morning. Well done all, great event.

Graham Steedman



Colm Eogan received the IFRS award in recognition of outstanding determination 2018.



John Reilly of Irish Car Express (ICE) received the Dermot Roe award for outstanding service to Region 15.



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

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.

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

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- 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.
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AVRO MEMBERSHIP FORM



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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: _____

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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: _____

CHRISTMAS SPECIAL

Theme: *Everything and anything to do with Christmas*

Answers can be found on page 38



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D L O C P E T A R B E L E C P V B T N L
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B T L N F N G S E X O B T F I G Y O G L
E O Q A E I N W S S G N I T E E R G E S
R N F D X O A T S N O I T A R O C E D L
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|---------------|----------------|-----------|------------------|---------------|
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| angels | crowds | goodwill | Prancer | tradition |
| announcement | Dancer | greetings | presents | traffic |
| bells | Dasher | jolly | reindeer | turkey |
| candles | December | lights | Rudolph | Vixen |
| candycanes | decorations | lists | Scrooge | wrappingpaper |
| cards | Donner | merry | sleighbells | |
| celebrate | elves | miracle | snowflakes | |
| ceremonies | familyreunion | mistletoe | star | |
| chimney | Frosty | NewYear | stockingstuffers | |
| Christmastree | fruitcake | Noel | tinsel | |
| cold | giftboxes | NorthPole | togetherness | |



SUDOKU

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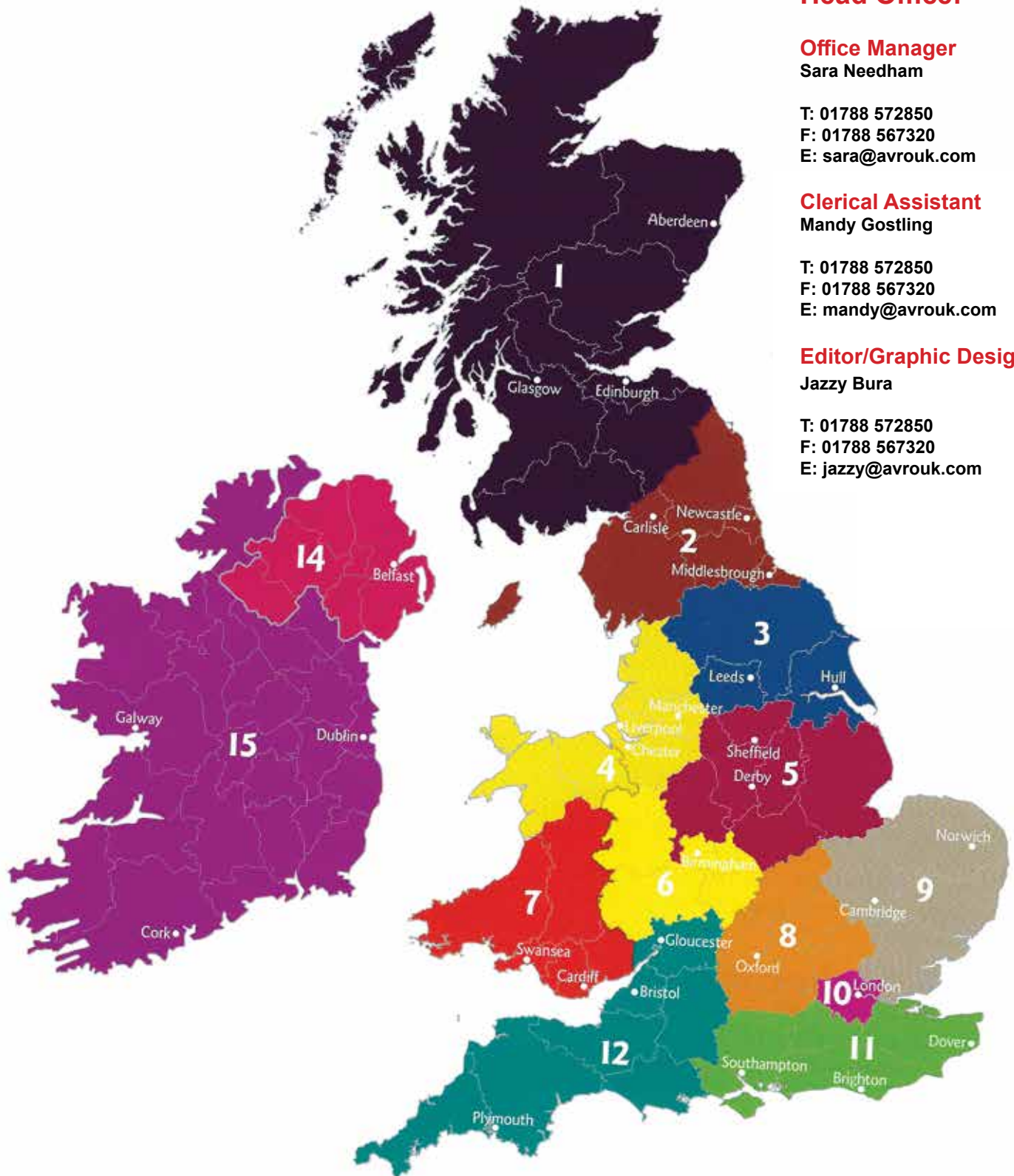
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AVRO NEWS MAGAZINE



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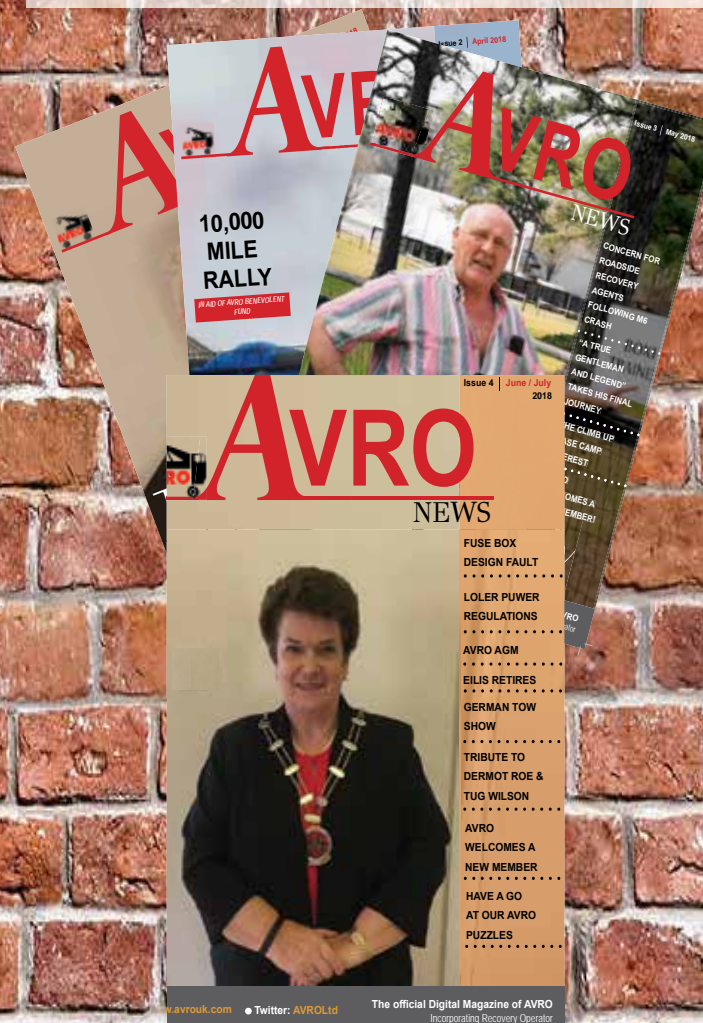
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