THE NEWSLETTER OF FIX AUTO UK MAY 2025

YEARS OF FIX AUTO UK



CELEBRATING 20 YEARS OF FIX AUTO UK



COVER STORY: CELEBRATING 20 YEARS OF FIX AUTO UK

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THE FIRST WORD

t brings me enormous pride to welcome you to the Q2 2025 Conference Edition of InfoFix, on what marks a very special year for our organisation. Most will be aware that Fix Auto UK celebrates its 20th Anniversary this year, and since our inception, we have grown ten-fold in a literal sense...From the 13 Franchise Partners that made a bold step into the unknown back in 2005, we today stand as an assured network of 130 prospering independent bodyshops united under a single cause.

"We have 5 sites celebrating 20-year anniversaries this year, 4 celebrating 10 years and a host of others in between the two"

Our Conference's theme this year is 'Evolve', a term that perfectly encapsulates not only the journey we have undertaken together, but also the very sentiment our founder, Jean Delisle, built the foundations from which our success has grown. First and foremost, I would like to acknowledge the dedication and hard work displayed by our team in making this year's event bigger and better than ever. Equally, I extend my appreciation to our event partners and guests for their continued commitment and to the Franchise Partners who have come together to represent our ever-growing Fix Family.

Since my tenure at Fix Auto UK began, it is without exaggeration to say that there have been too many milestones to count. We have 5 sites celebrating 20-year anniversaries this year, 4 celebrating 10 years and a host of others in between the two. Equally indicative of our growth are the 420 esteemed delegates that join us in our 20th Birthday celebrations which

marks a record attendance at our flagship event.

However, it truly must be said that whilst these figures are highly impressive, not all of the proud moments we have shared together can be boiled down into a number. Through our range of forward-facing initiatives including our Mental Health First Aid Training, our recent partnership with the Automotive 30% Club alongside countless Franchisee-led community projects, we are thriving as a peoplefirst, sustainable and successful group.

Once again, my sincere gratitude goes out to everyone who has contributed to making this event possible, and in equal measure, to everyone that has played even the smallest part in Fix Auto UK's inspiring story so far.

Enjoy! >

lan























Abrasives matter.

The gritty details behind better paint jobs.



Speed, performance and consistency are all factors that you strive for in your shop process and in your abrasives. With the right tools, processes, and resources, you can get vehicles to the finish line faster – a winning combination that will set you and your shop up for success from the start.

Download the 3M Abrasives Productivity Infographic



Maximise your refinish hours from the start

Spending the time upfront can help save time in the end

A high-quality paint job or repair starts at the foundation. As vehicle repairs become increasingly complex, the way in which work gets done continuously evolves. Eliminating all visible signs of repair can be challenging, but it doesn't have to be. What happens at the start of the process lays the foundation for a quality result in the end. Skipping key steps such as researching OEM procedures, establishing a solid repair plan, or overlooking pre-scans and calibration can cause headaches before you even pick up a tool. While there are a variety of ways we could help adjust and improve processes during body repair, let's take a closer look at the surface and paint preparation process.

No sand scratch should be overlooked

We all want to get to the finish line faster. When the day-to-day pressure kicks in and cycle times are at risk, it's easy to make a few mistakes or skip a few steps where you can. Many times, unfortunately, these errors or oversights happen in the prep process. But there's one thing to keep in mind – every sand scratch matters. One inconsistent scratch could lead to a complete repaint of a panel or vehicle. Take the time to prevent rework and defects caused by imperfections during the sanding process or after the repair is complete. Let's take a closer look at a few sanding imperfections to better understand how they're caused, how to avoid them, and why they should not be overlooked.

Quality paint jobs start from the beginning.

Common sanding scratches that cause rework

A closer look at common imperfections that could appear during the sanding process or after the repair is complete.



Deep inline scratches while sanding filler

As you prepare to spray primer, it is important to completely remove any 80 or 180 grit scratches. Avoid these imperfections by:

- Knowing the grit or grit range for each step of the sanding process
- Using guide coat to help highlight sand scratches and any high or low spots



Inconsistent scratch profile during blend panel prep

Using outdated sanding techniques on today's ultrafine metallics can result in inconsistent scratches.

Avoid these inconsistencies by:

- Removing paint build up and dirt nibs
- Using proper sanding techniques (hand sanding, then DA sanding)
- Utilising dust extraction to vacuum remaining dust on the panel



Unwanted pigtails during surface prep

Prevent the formation of, pigtails' or spiral-shaped scratches that can compromise the quality of the final finish.

Avoid these marks by:

- Regularly replacing abrasive discs when they show signs of wear or clogging
- Using quality abrasives and the proper grit selection
- Implementing consistent sanding techniques and processes

For tips to identify, prevent or remove these common scratches



★ CELEBRATING 20 YEARS ★ ★ CELEBRATING 20 YEARS ★ ★ CELEBRATING 20 YEARS ★





























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OUR NETWORK'S 20 YEAR ANNIVERSARY MILESTONES...

Over the years we have celebrated countless achievements together, and although it's by no means an easy task to shortlist them, here are a few of our crowning moments:









OUR MARKETING REACH HAS GROWN TO NEARLY 4 MILLION PEOPLE ANNUALLY

In 2024 our marketing reach across all channels totalled a whopping 3,759,477 people! Taken from over 70 official press releases, features in industry publications and countless social media posts, impressively nearly 60% of our reach was outside of the industry.

OUR NORTHERN IRELAND EXPANSION

Since welcoming our first site in the region, Fix Auto Laganside, in 2021, we have gone from strength to strength in our ability to service motorists throughout Northern Ireland. Today we are five sites strong in the territory, with Fix Auto Ballymoney, Fix Auto Cookstown, Fix Auto Greenisland and Fix Auto Saintfield making up the rest of our esteemed NI repairers.

HEAD OFFICE TEAM REACHES **NEW HEIGHTS**

Today, our Head Office Team contains 50+ experts in their respective fields, all poised to support our Franchise Partners in everything they do. United in this aim is our 15+ member strong Customer Service team, all of whom ensure our ever-growing customer base receives the best experience possible.

★ CELEBRATING 20 YEARS ★

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17,500 REASONS TO VISIT FIX AUTO UK

In what may even pass 18,000 by the time you read this, over 17,500 customers have rated our sites' services on Trustpilot. Our 4.7 score declares our network Excellent on the platform, with 93% of reviews containing either 4 or 5 stars.



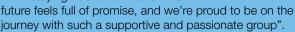
"Joining as one of the first franchisees back in 2005, we could see the potential—but watching the network grow to over 120 franchisees has been beyond inspiring. It's been an incredible journey, and I'm proud that Fix Auto Weston-super-Mare has played a part in that success. What truly sets



our organization apart is the community-driven mindset, we support each other, celebrate each win, and push forward together. We're more excited than ever about what the future holds".

Tony Atkins Fix Auto Weston-super-Mare

"Being part of something built on integrity, collaboration, and shared success for nearly two decades now has been a consistent source of inspiration at every step of the way. It's been amazing to grow alongside this network and watch new faces bring in fresh energy while staying true to our roots. The



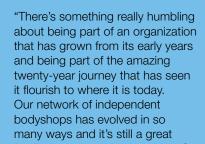
Neil Parker, Paul Cunningham & Chris Oliver, **Fix Auto Dagenham** & Fix Auto Hainault

"I've had a front-row seat in seeing a culture develop that is built on ambition, shared values, and continued growth. Fix Auto is a family, and the people you converse with over the years on shared issues become friends that want to help you. We've faced challenges, celebrated milestones, and stayed



united. The future looks brighter than ever, and I'm proud to continue building on the legacy we helped start together two decades ago".

Sam Smith **Fix Auto Leeds North.** Fix Auto Leeds South, **Fix Auto Bradford South** & Fix Auto Keighley





family throughout the franchise. Our collective passion to be the best has never changed, it just gets better. It's amazing to think back to 2005 when we were just getting started, to now over 120 independent bodyshops strong, I think the future looks fantastic and we anticipate even more growth to come".

Paul Smith Fix Auto Loughborough

* CELEBRATING 20 YEARS ★ ★ CELEBRATING 20 YEARS ★ ★ CELEBRATING 20 YEARS ★



REVOLUTIONISE YOUR MIXING



THE COLLISION CORE PRONTO DISPENSER - CREATED TO MAKE DOSING AND MIXING COLOUR EASIER THAN EVER.

Our innovative machine is matched with Sherwin-Williams' expert customer service and unbeatable product knowledge, transforming your colour-making and mixing capabilities. For the best results every time, choose Pronto.

- ✓ Colour precision with every use
- ✓ Up to six unique batches at a time
- ✓ Fully automatic machine
- ✓ Integrated with our Colour Retrieval System

REVOLUTIONISING COLOUR MIXING - THE AUTOMATED COLLISION CORE PRONTO

Sherwin-Williams, a global leader in automotive paint refinishing, announces the launch of the transformative Collision Core Pronto, an automated paint dispenser that helps the refinish industry adapt and thrive in a world of rising costs and skilled labour shortages. Keeping repairers one step ahead, the system is being described as a "gamechanger" by industry users.

Collision Core Pronto from Sherwin-Williams offers body shops and de-fleet and remarketing centres greater speed and efficiency, as well as guaranteed colour precision and a fully automated, simple-to-operate process. The launch is the latest addition to a portfolio of innovative solutions offered by Sherwin-Williams to help automotive refinish customers address today's tough business challenges.

Collision Core Pronto changes the game on everything from automation, mixing time and precision to product waste, versatility and maintenance. It is available with four or six dispensing heads, giving flexibility for all automotive refinish customers operating in high-volume or high-labour cost environments.

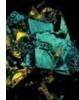
"At Sherwin-Williams, we strive for innovation, continuous improvement and going one step beyond to support customers in everything we do, so we are delighted to introduce the Europeanmanufactured Collision Core Pronto to EMEAI," says Dave Wright, Vice President of Sherwin-Williams Automotive Finishes for Europe, the Middle East, Africa and India (EMEAI). "We want to help our customers overcome business challenges, and we believe Pronto is a true gamechanger in streamlining automotive repair and helping body shops to run more efficiently and profitably."

A FEW KEY FEATURES AND BENEFITS (BASED ON THE FOUR-HEAD MODEL) INCLUDE:

- ✓ **Nearly 200 colours per day:** With four high-tech dispensing heads, Pronto can mix up to four colours at the same time. Pronto is the first solution to offer concurrent multiple mixes. This adds up to an astonishing 192 different colours a day.
- ✓ **Fully automated solution:** Pronto is a user-friendly plug-and-play solution that requires no manual mixing, cleaning or calibration and can be operated by anyone. This frees up skilled technicians to focus on application and repairs.
- ✓ **Fast mixing time:** Initial users have demonstrated a total mix time of five minutes 50% quicker than alternative mixing systems. That's time savings that makes a huge difference in busy operations.
- ✓ **Saves up to 50% in labour time:** The four-head machine can process 24 mixes an hour, significantly increasing body shop productivity.
- ✓ Colour precision every time, with reduced product waste: Fully integrated with Colour Retrieval Systems by Sherwin-Williams, Pronto's patented dispensing technology allows for extreme precision down to 0.01 g. And with no dripping or risk of overpouring, it ensures minimal product waste and fewer errors in colour formulation critical precision for body shops where colour matching needs to be perfect every time.
- ✓ Perfect for all job sizes: Pronto can dispense as little as 50 g accurately, amounts impossible to achieve with a manual process.
- ✓ **Low maintenance:** Pronto features full product recirculation that eliminates the risk of clogging and ensures consistent, error-free operation. This fully automated recirculation system substantially reduces maintenance-related downtime, letting shops focus on their core tasks.

Customers who have trialled Pronto across Europe are reporting amazing results, with the machine increasing outputs and enabling them to give customers quality results the first time, every time.

"The paint dispenser from Sherwin-Williams has transformed how we operate day to day," explains Adail Abbas, owner of TCR Supplies in the UK "It allows us to minimise paint mistakes with its perfect accuracy and to maximise time to do more with its automation and multiple dispensing at one time. We were very proud to be the first in the UK to have the dispenser; we had seen others before but nothing of this calibre. We are extremely happy with the results and delighted to have partnered with Sherwin-Williams. Personally, I love the fact I can load four to five mixes on the belt and walk away to pick orders, and by the time I'm back the paints are ready. It's a very simple and user-friendly process."



CONFERENCE CHRONICLES A CELEBRATION OF SUCCESS





















OUR 2025 FIX AUTO UK NATIONAL CONFERENCE IN NUMBERS:











400+
Delegates

28 Event

Sponsors

170
Activity

Participants

Awards with 38 Winners Branded Items Created

6459

DRIVING MENTAL HEALTH FORWARD: ONE FIRST AIDER AT A TIME



ur Fix Auto UK mental health journey continues to reach new meteoric heights in 2025, nearly three years after Regional Business Manager Carl Norton kickstarted our Mental Health First Aid training initiative with a 12 strong initial cohort. After rolling out the scheme to the entire network in 2023 the course has gone from strength to strength, with Fix Auto UK today boasting more than 180 qualified Mental Health First Aiders. This fact has not gone unnoticed, and in March of this year, our organization was nominated for the highly credible 2025 InsideOut Awards, a movement that celebrates and recognizes organizations and individuals who are championing mental health and wellbeing in the workplace. Nominated for best Diversity, Equity and Inclusion for Mental Health Strategy, the ceremony takes place in June, which coincidentally marks another special date

In June 2025, Fix Auto UK will reach 200 qualified Mental Health First Aiders.

Fast approaching the initial goal of having 2 Mental Health First Aiders per site set back in 2022, this is cause for immense celebration!

Speaking on the landmark, the man behind it all, Carl Norton, commented: ""When we introduced the scheme back in 2022 I knew it was important, but I never imagined how far-reaching and embedded it would become across the network. To be approaching 200 Mental Health First Aiders trained and active is not only a proud moment, it's proof that our people truly value and support one another. This milestone is a testament to the culture we've built together". >



To register your interest for 2025 courses contact Carl Norton:

E. cnorton@fixauto.co.uk

FIX AUTO UK'S MENTAL HEALTH TIMELINE

JIII Y 2022

The first Fix Auto UK Mental Health First Aid course commences. Considered a trial, the inaugural course in 2022 produced 12 mental health first aid graduates, comprising predominantly of senior management and a selection of representing repairers.

SEPTEMBER 2022

Spurred on by the successful trial, the second course was opened up to include a broad spectrum of candidates ranging from business owners, heads of departments, bodyshop managers and technicians.

FEBRUARY 2023

Fix Auto UK surpasses 50 mental health first aid graduates, deeming the half century a suitable time to roll out the scheme to the entire network.

SEPTEMBER 2023

Fix Auto UK reaches 100 qualified Mental Health First Aiders.

FEBRUARY 2024

Fix Auto UK reaches 150 qualified Mental Health First Aiders.

MARCH 2025

Fix Auto UK are nominated for best Diversity, Equity and Inclusion for Mental Health Strategy at the 2025 InsideOut Awards, alongside esteemed companies including Coca-Cola and Sky.

JUNE 2025

Fix Auto UK will reach 200 qualified Mental Health First Aiders.



Exclusive Benefits of the New Fix Auto Buying Programme.

- The <u>Preferred</u> Parts Network for Fix Auto UK.
- Guaranteed Parts Discounts Across All Brands.
- **Agreed-to Service Levels.**
- In-field Team Supporting Fix Auto UK.
- A Fix Auto Performance Platform: Providing Transparent Supply Chain Performance.

PEACE OF MIND FOR YOUR ENTIRE PARTS SUPPLY CHAIN.



ADVANTAGE PARTS SOLUTIONS



NEW LOCATIONS

We're excited to welcome the newest members of our ever-growing Fix Family. Here's everything you need to know about our esteemed new locations and the ambitious entrepreneurs behind them as they embark on the start of what will be an amazing journey.



FIX AUTO SHREWSBURY

Firstly, let us give a warm welcome to Fix Auto Shrewsbury! Situated close to the centre of the historic Shropshire town from where it takes its name, the site has been managed by Jake Hodnett for the past five years. The 5,500sq ft repair centre joins the network fresh from achieving its BS10125, and boasts a team of seven technicians who are currently repairing up to 25 vehicles a week. Strategically, the site is perfectly positioned to fill the void between Fix Auto UK centres in Birmingham, Wolverhampton, and Fix Auto Oswestry on the Welsh border.

We've acted as a second-tier support centre for the network for a while so we have had a taste of what the organisation can bring to the business. I am super ambitious and want to grow and develop the site further. Stepping up and joining as a full-blown Franchise Partner is that next step for us.

Jake Hodnett Fix Auto Shrewsbury





FIX AUTO WORTHING

Our next cause for celebration comes with the addition of Fix Auto Worthing! Formerly Verrall's Accident Repair Ltd, the West Sussex based repair centre is owned and managed by Jack Verrall, a 35-year-old hugely talented spray painter who is still very much active in the workshop. Impressively, the seed to join the network was first sown while Jack honed his trade at a former Fix Auto UK centre before packing up his spray gun and heading off for an adventure working his way around Australia. It was on his return to the UK 5 years ago he decided to set up his own business. Since then, Jack has steadily built up his operation which is now housed in a 6,000 sq ft state-of-the-art unit, having gone through a programme of personal investment including the installment of a highly efficient spraybooth in preparation for joining. >

I am ambitious, but I have always tried to walk with my business before I can run. We have carefully built up a great reputation by simply repairing vehicles to the highest standards possible. We have now got processes in place to take the business to that next level which is why I've joined Fix Auto UK.

Jack Verrall Fix Auto Worthing



FIX AUTO BRISTOL CENTRAL

Brothers Dan and Ashley Mustoe have opened their second repair centre, honouring the promise they made upon joining Fix Auto UK less than 12 months ago. In May last year, the ambitious duo brought their family-owned business into the network as Fix Auto Caldicot. The new location, Fix Auto Bristol Central, is a 5,500sq ft established repair centre in the heart of Bristol. The new site sits within its own gated, secured compound and encompasses two workshops and offices. Within a month of receiving the keys to the new site they have successful gained their BS10125 certification along with gaining Vehicle Manufacturer Approved status for Suzuki, and are currently working towards adding Stellantis. >

When we took the business over from our father and joined Fix Auto UK, we did so expressing ambitions that we wanted to take our whole operation to a new level, and that ultimately meant expanding. The new site compliments Caldicot and provides the much-needed support for the city of Bristol.

Ashley Mustoe
Fix Auto Bristol Central & Fix Auto Caldicot



20th Year Special





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MEET MARIA RUBERTO - FIX AUTO EBBSFLEET'S KARTING PRODIGY

Maria Ruberto is a 5-time UK Go Karting champion by the age of just 11 years old, and is looking to add to her trophy cabinet this season. Daughter of Fix Auto Ebbsfleet Owners Danny Ruberto and Jo Ruberto, Maria first stepped into a Go Kart aged just 3 years old, competing in her first race at the age of 6. In a short career that has seen Maria accrue more than 70 trophies so far, she is turning heads in every race she competes in whilst consistently outperforming her male counterparts.

Taking 4 of her 5 national wins in the Bambino Championship - Ages 6 to 8 category, Maria's main focus this season is on the British Championship for her age category, taking place

over 6 rounds in tracks across the UK. All the more impressive is that Maria will also compete in the European RMC Euro Trophy competition, the Summer Series of the four-stage stage event taking place on tracks across Europe including Wackersdorf, Germany and Sarno, Italy. Next year, Maria is eligible for the Junior Ranks, and in addition to competing for a place in those, her dream is to one day participate in the Formula 1 Academy, a support series to F1 races that increases the likelihood of one day getting noticed by teams.

We wish Maria the best of luck in her upcoming races, and you can help make her F1 dreams a reality by sponsoring her journey through reaching out via her Instagram.



KAT'S INSPIRING WALK FOR CANCER RESEARCH UK

For the 6th year, Fix Auto UK's Client Relationship Executive Kat Tomlinson has embarked on her 'Walk All Over Cancer' initiative in support of Cancer Research UK. Walking 10,000 steps everyday for the month of March, Kat was joined by family and peers in a concerted effort to raise awareness and funds for the noble cause. It is with a heavy heart to say that Kat is also walking for her dad, who tragically passed away only a month ago after a 7-year battle with Prostate Cancer. Kat's inspiring efforts to one day ensure families never have to deal with this terrible disease is admirable, as she cites on her Just Giving page that "I'm completing Walk All Over Cancer for my 6th year to help raise money for Cancer Research UK. Please show your support and help fund life-saving research by donating to my page. I began doing this for my Dad to raise money and awareness on prostate Cancer as he was one of the best people in my life but ultimately, Cancer affects everyone in one way or another and any funding that can be given to help find a cure to this dreadful

disease is greatly appreciated". We are glad to report that Kat has surpassed her fundraising target of $\mathfrak{L}500$, but we implore our network to rally around her and double it! Please donate using the QR code on the left.





FIX AUTO MID DEVON TEAM UP WITH LKQ TO TALK BODYSHOP SUSTAINABILITY

Won at a competition at Fix Auto UK's 2024 National Conference, Fix Auto Mid Devon were recently invited to LKQ Bodyshop's esteemed 'Introduction to Sustainability in the Bodyshop' course at their LKQ Academy location in Tamworth.. In attendance was Erika Woolacott, Managing Director of Fix Auto Mid Devon and Fix Auto Newton Abbot alongside Compliance and HR Manager Louise Simms , the two gaining a hands on exhibition in the latest technologies created with environmental sustainability in mind. The March course was conducted by LKQ's qualified sustainability trainers Ashley Jones and Neil Hancock, and focused around 3 core pillars of Product, Process and Equipment to demonstrate end-to-end sustainability practices across their products. Addressing a comprehensive range of key

bodyshop operations including masking, priming, plastic repair and paint, Erika and Louise were invited to test their skills in both the sanding and painting departments, before being educated on key trends and problems facing the industry around sustainability covering themes such as waste, Co2, VOCs, plastic, and replacement parts. Also receiving further guidance on the technology found within a bodyshop such as spray booths, can crushers, dust extraction systems and compressors, the overall aim of the course was for attendees to leave with practical tools to make data driven decisions and positive changes within their site.





Fix Auto Neath's Apprentice Panel Technician Rhys Gibbins has received recognition as one of Wales' most promising young professionals in vehicle body repair, earning a prestigious Silver Medal Award at the Vehicle Body Repair Skills Competition Wales 2025. Held in February in Rhyl, North Wales, the competition brought together College students from across the country for a rigorous one-day event that tested the skills of all present. Throughout the day, Rhys demonstrated exceptional technical ability across a range of tasks including welding butt joints, filler work, metal finishing, as well as rivet and bonding techniques. This outstanding achievement has further motivated Rhys to pursue even greater success, as he now sets his sights on the upcoming WorldSkills UK National Qualifiers, which will take place at

Morelli's training centre EYEBOX in Coventry. Fix Auto Neath commented on the news by saying: "Thanks to the invaluable guidance from his tutor at Cardiff & Vale College and the dedicated mentorship he's received within our workshop, Rhys has made tremendous progress in his training. We're incredibly proud of his accomplishments and are excited to support him as he advances to the next stage of his journey, and we have no doubt he'll continue to represent Fix Auto Neath with skill and professionalism in everything he does". Congratulations, Rhys—and best of luck in the next round!





KICK-OFF FOR A CAUSE, FIX AUTO DAGENHAM SUPPORTS LOCAL CHARITY: SYCAMORE TRUST

For five years, Fix Auto Dagenham & Hainault have had a long-standing affinity with the Sycamore Trust, a respected charity in Barking and Dagenham supporting the needs of individuals and families/carers for whom Autistic Spectrum Disorders and/or Learning Difficulties are a part of daily life. Fix Auto Dagenham's Neil Parker and Scott Dunnell are proud to announce the organisation of a charity football match designed to raise both funds and awareness for this meaningful cause.

The big match will take place on Tuesday, May 20th, at none other than Victoria Road, the home ground of Dagenham & Redbridge FC. Kick-off is set for 6:30 PM, with doors opening from 5:30 PM. Taking to the pitch in what promises to be a competitive showdown are the teams from Fix Auto Dagenham and Enterprise Rent-a-Car, both battling it out for bragging rights, but most importantly, to make a difference. The family-friendly event is open to all and fans are welcome to attend and support both sides.

The idea was born during a team conversation earlier this year, with several employees at Fix Auto Dagenham expressing their desire to create a more interactive way of raising funds for the Sycamore Trust. Scott Dunnell, Group Operations Manager of Fix Auto Dagenham & Fix Auto Hainault, commented:

"We wanted to do something fun and community-focused that would bring people together whilst also supporting a cause that means a lot to us. Football felt like the perfect choice".

This event marks another highlight in what has become a powerful partnership between Fix Auto Dagenham and the Sycamore Trust. Their collaboration has previously included initiatives such as:

- Autism Awareness Training, with directors and staff attending sessions to better understand and support individuals on the spectrum.
- Work Experience Opportunities, including a successful placement that led to full-time employment for a young adult supported by the Trust.
- Annual Support of the Sycamore Trust's Golf
 Day, a key fundraising event the Dagenham team
 proudly backs year after year.

Whether you're there to cheer on your colleagues, enjoy a night of football, or support an incredible charity, make sure you don't miss this exciting night. We'll be back with the full match report and behind-the-scenes moments in the next edition of InfoFix — stay tuned!

DONATE TO
FIX AUTO
DAGENHAM'S
OFFICIAL
SYCAMORE TRUST
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TEAGAN WHITEMAN'S TEAM GB ASCENT

nyone who reads InfoFix will be familiar with the name Teagan Whiteman, our cover star of 2024's September Edition. After her breakout success winning Bronze in the IMI WorldSkills UK National Final in November, beating hundreds of candidates in an array of rigorous qualifiers along the way, the 19-year-old is racking up a list of honours those with decades of experience would envy. Today, the Fix Auto Newport apprentice stands as one of four candidates representing the WorldSkills UK Training Team, with the intention that one of them will compete on the global stage for Team GB at the 2026 WorldSkills World Finals in Shanghai, China, in September next year. Ahead of our 2025 National Conference, we took a look at the key milestones in Teagan's impressive journey so far. >

TEAGAN'S TIMELINE:

JANUARY 2024

National Recognition. After competing in the Welsh sector of the WorldSkills UK, Tegan valiantly secures 3rd place to ensure her place in the IMI WorldSkills UK National Final.

NOVEMBER 2024

The triumphant moment! Fix Auto Newport's Spray Painting Ace secures Bronze in the IMI WorldSkills UK National Final, completing six challenging tasks that would see her achieve a magnificent 79.6 per cent score during the event held at Bolton College.

FEBRUARY 2025

Returning to Action...Teagan competes in the WorldSkills led 'Back to Basics' assessment in Coventry to further prove her skills alongside four other successful candidates in a bid to advance further towards a place in Shanghai.

MARCH 2025

Making network history! Teagan is awarded with a £1,500 Institute of the Motor Industry (IMI) bursary in a first for the Fix Auto UK network. Presented to her during the IMI's prestigious Annual Dinner and Awards, the money was allocated to further help support Teagan's on-going training.

APRIL 2025

A new frontier... Teagan is officially named as one of four who will continue to be coached and closely monitored by the WorldSkills UK Training Team, the likelihood one of them will compete on the global stage for Team GB at the 2026 WorldSkills World Finals in Shanghai, China.

MAY 2025

Teagan is named as an Apprentice of the Year winner at Fix Auto UK's 2025 National Conference.





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NORTH & NORTHERN IRELAND



FIX AUTO KEIGHLEY, FIX AUTO BRADFORD SOUTH, FIX AUTO LEEDS NORTH & FIX AUTO LEEDS SOUTH

Considering this edition of InfoFix marks Fix Auto UK's 20th anniversary, it only makes sense to hear from two men who have been with the network since the very beginning. Introducing father and son duo Stephen and Sam Smith, of whom were one of the first pioneers to bring their two sites, Fix Auto Keighley and Fix Auto Bradford South, into the network back in 2005.



SCAN TO GO TO FIX AUTO BRADFORD SOUTH'S WEBSITE



SCAN TO GO TO FIX AUTO KEIGHLEY'S WEBSITE



SCAN TO GO TO FIX AUTO LEEDS NORTH'S WEBSITE



SCAN TO GO TO FIX AUTO LEEDS SOUTH'S WEBSITE





ast forward to present day and the pair now run four esteemed Yorkshire-based locations, adding Fix Auto Leeds North and Fix Auto Leeds South to their portfolio in the years following. Critically, the pair's ability to innovate in almost all areas of their bodyshops alongside a fervent desire for growth is what underpins their success so far, and luckily for us, both Sam and Stephen were on hand to talk us through their illustrious and intriguing history to date.

There to greet us at Fix Auto Keighley was Stephen Smith, the backdrop a pristine 19,000 sq ft body shop that has most certainly stood the test of time. Founding their initial business in 1968 under TF Smiths, Stephen recalls fondly how "the journey began a few miles away in a place called Silsden when we only had a three-car shop. It's just been onwards and upwards from there". Continuing to document the maiden site's origins, Stephen proceeds to say "we were there for probably three or four years, then the place we are here today became available. After a few more years, eventually we expanded by knocking it down, and built a new shop here along with a shop next door".

Moving past the turn of the millennium into 2001 and expansion was on the cards for the Smith family, forming their decision to open Fix Auto Bradford South in order to "defend their existing Keighley site". In the following decade, the pair would then set about asserting themselves in Leeds, and after

relocating from their founding Leeds premises in both instances, they currently operate Fix Auto Leeds North, a 14,500 sq ft site built from scratch that opened in February 2021, alongside their equally purpose-built site Fix Auto Leeds South which opened its doors in September 2023.

Involved in the business long before it was a multi-site operation, Sam Smith has been at the heart of the family's expansion throughout their Fix Auto journey. Recalling his first steps into the business, Sam tells us how "I started working weekends at the Keighley site washing cars, which was the only site we had then. I'd probably be about 15, 16 at the time. That was my start". After learning how to code and programme computers in the years following, Sam would begin to build the management system that all four of their businesses still use to this day. "The software was so expensive back then" recounts Sam, "it was about cost saving and taking back control, but it also enabled us to improve the business and let us go to the next step

Whilst building a completely bespoke management system was paramount to the Smith family's continued growth over the years, their attitude towards policies surrounding their staff are both equally valuable and innovative. A believer of transparency across all levels of seniority, Sam details that "every 4 to 6 weeks we host a meeting where we look at all the stats and finances so everyone here knows exactly how much money we make, how much we lose, where the profitability is and what people are making. I suppose it's perhaps not the norm for most businesses, but we find it brings out some really good ideas of what we can change and improve".

In addition to sharing financial data with employees at all levels, another recent area in which Stephen and Sam's businesses differ to others is their abolition of a management structure across their sites. Explaining their decision to do so, Sam expresses that "it always seemed ridiculous to me that somebody has to stand over somebody to do something, so we decided that we'd get

rid of the hierarchy and move from a manager approach to a coaching way of doing things, mainly to try and coach people to get the best out of them, followed by leaving them to get on with it".

Promoting personal responsibly and trust within their employees is clearly a driving factor behind the collective organisation's high staff retention, however Sam and Stephen's efforts to

incentivise their employees do not end there. Due to their aforementioned management system being able to chart targeted hours alongside profits and losses in real time, the duo have recently rolled out a 4-day working week initiative, Stephen explaining that "we started doing it in Keighley and now run it across all of our sites". Expanding on their decision to do, Sam adds "it's more of a motivator from our point of view. We know overall what we need to sell in every location each week. So if we know that information and we share that with them, then surely the incentive has to be if you get this done, you can go home....".

So there you have it! Through optimising their operations and allowing their employees to do the same with reward for doing so, it is no surprise that the Smith's portfolio of Yorkshire sites all run as seamlessly as they do. Pioneers from the outset, we eagerly await their next innovation.





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IN FOCUS

MIDIANDS





FIX AUTO KIDDERMINSTER

Hailing from Worcestershire stands Fix Auto Kidderminster, a bodyshop that displays expertise and experience far beyond its years. Owned by entrepreneur Nav Singh, the site began its Fix Auto UK journey two years ago in 2023, however most would not bat an eye if you told them 2013.











ne of the fastest growing sites in the network, Nav's utilization and understanding of different cultures is one of many qualities that sets his site apart, and we caught up with the man himself to delve into the foundations of his impressive operation.

Although the site remains relatively new, Nav's 15-year background in automotive logistics provides ample experience to take on this latest venture. Taking us back to the inception of the site, Nav recalls how "I was involved in the development of an accident repair business. I got exposed to the industry for 15 months and realized I want to do this myself". During this time, Nav's preexisting site became an associate repairer for Fix Auto UK in 2021, a key fact that would lead to Fix Auto Kidderminster's imminent blossom. Opening for business in March 2023, Nav stands today in an 8,000 sq ft purpose-built workshop equipped with the latest technology including geo wheel alignment and quick pull systems alongside a recently delivered top of the line ADAS calibrator. adaption to Fix Auto UK since joining, Nav comments "I have fully immersed myself into the industry, embracing it more and more over time. Understanding the culture, going to events and putting people in uniforms are all key examples of this. Fix Auto have a world of experience and expertise around them, and it's up to us as a repairer how much we expose Kidderminster's early success is not just their adoption of Fix Auto UK's culture, but also understanding and harnessing through a conventional path one might expect. After a long-fought recruitment other methods. "The alternative was to seek international talent" informs Nav.

Both Mukul and Karan are still thriving within the business today, of which Nav accredits to the fact that "we didn't expose them to the tools straight away. We've exposed them to our culture, our way of work, and our way of thinking. Finding enthusiastic people that marry and match our culture and ethos is hugely exciting for me".

In addition to their exemplary approach towards training new staff, Nav's prioritization of upholding a strong workplace culture at all levels of seniority lies at the heart of his mission. Providing an example of that, Nav explains that "we're a family-owned business that's underpinned by our family values. Within that, there's a personal approach of putting your arm around someone and saying okay, you haven't had a good day today, why haven't you had that? It's all about communication". Furthermore, Fix Auto Kidderminster's personal approach doesn't stop within their own business, but also includes a variety of community led initiatives designed to give back to the local area. "We have to give back to our community" declares Nav. "Last year 82 of us climbed Mount Snowdon, and we raised 20,000 pounds which was a huge achievement. I am also part of a group of people that support 350 children in India every year in order to increase their learning capabilities with new equipment and facilities. In 10 years we've taken a simple school of 150 children to 350, of which I am very proud".

Having achieved so much already, this really is just the start for Fix Auto Kidderminster. When asked about the site's future goals, Nav mentions two: "The first one is to increase our exposure on social media platforms, and the second is to open a second site. We are currently homing in on a number of locations, and the aspiration right from the start has been to partner with Fix Auto UK to meet our goals of becoming a multi-site operation". Given Fix Auto Kidderminster's rapid growth so far, opening a second location is a natural next step in expanding their regional presence to provide their high quality service on an increased scale. We wish Nav and his team the best of luck in their pursuit of doing just that!

Opposite top: Fix Auto Kidderminster Owner Nav Singh (centre) arm in arm with his 2 apprentices Mukul (left) and Karan (right)







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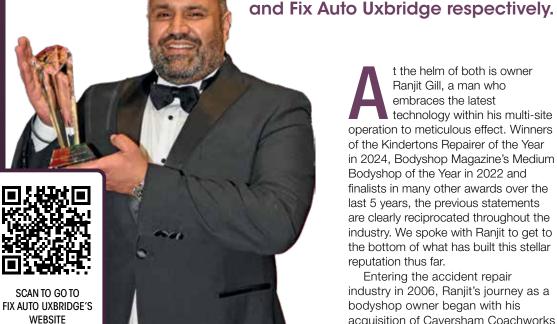


SCAN TO GO TO FIX AUTO SLOUGH'S WEBSITE

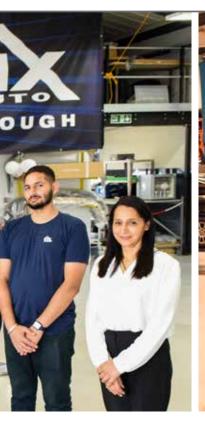


FIX AUTO SLOUGH & **FIX AUTO UXBRIDGE**

In terms of a forward-thinking bodyshop of the future, there are few that compete with Fix Auto Slough and Fix Auto Uxbridge respectively.



acquisition of Caversham Coachworks







Opposite page: Ranjit Gill (centre) with his team at the unveiling of the new Fix Auto Slough.

Above: Joe Heritage, Bodyshop Manager of Fix Auto Uxbridge, inspecting a vehicle.

Ltd before joining Fix Auto UK 4 years later in 2010. When asked on his motivations behind joining the network, Ranjit informs how "it was a way of us differentiating ourselves from our competitors in the area. At the time there were already 11 body shops based in Slough, all of which were major key players. We just wanted to be able to position ourselves in a network where we could have a voice and exchange ideas with other liked minded individuals, and we've not looked back since".

After establishing Fix Auto Slough within the hotly contested area, the site would eventually move from its initial building into the cutting edge 8,000 sq ft facility it boasts today after being acquired by Ranjit during the pandemic. "I think the move was instrumental in accelerating our growth as a business" states Ranjit. "It has enabled us to obtain a handful of manufacturer approvals, which in turn allows us to serve our customers better with the fact that we're now better equipped". As mentioned, Ranjit's sites now hold manufacturer approvals for Toyota, Lexus, Volvo, Polestar, and Hyundai with more to come in 2025, meaning the move has certainly paid dividends. In addition to relocating Fix Auto Slough, the pandemic would prove to be an even busier time for Ranjit in the form of his acquisition of Fix Auto Uxbridge. Operating as a satellite shop, Fix Auto Uxbridge currently streamlines operations between both sites by dealing with smaller repairs, allowing Fix Auto Slough to be optimised to allow higher repair volumes.

Whilst both of Ranjit's locations are perfectly balanced to serve their customers, it is the technology within them that best demonstrates their forward-thinking approach. In addition to 3 spotless spray booths between the 2 sites and 23 work bays, Ranjit also mentions that Fix Auto Slough contains "a dedicated tech area for vehicle calibration and wheel alignment, alongside coding and software updates for vehicles". In addition, Fix Auto Slough is one of, if not the most equipped site in the network to deal with electric vehicles, Ranjit stating that "we have got access to our own equipment for diagnosing and dealing with

both Tesla and BYD vehicles, and that isn't the norm in our industry. We are regularly taking out EV batteries and have specially designed battery lifts to facilitate that kind of work".

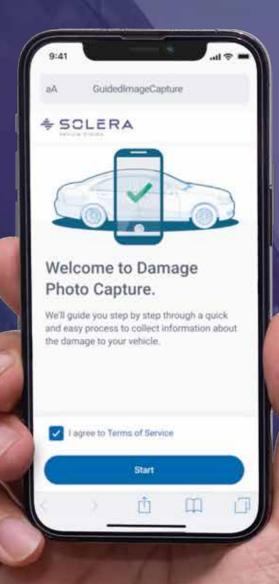
Helping to power the vehicles of the future is a noble pursuit when considering the environmental benefits of doing so, but equally, the technology and surrounding facilities must be environmentally friendly themselves to be truly considered sustainable. Fully aware of this, Ranjit details how "both our sites use the latest environmentally eco-conscious materials in line with EU guidelines. We have a solvent recycling system to reduce C02 content and waste output, and we are currently collaborating with our suppliers to increase paint transfer efficiency to help use less materials that damage our environment". Additionally, Ranjit's overarching facilities are equally eco-conscious, Fix Auto Slough for example possessing automated building control, a system that turns off lights when unused and factors in weather conditions to manage the building's central heating. Whilst this is not an innovative technology, Ranjit has taken it a step further, integrating the system to control his tech equipment, compressor and waste compactor that when combined leaves no stone left unturned regarding the sustainability of his sites.

For Ranjit it seems, daring to stand out from other bodyshops within the industry forms the backbone of his ideology, and also his success. When asked about his business plans for the future, Ranjit declares "we now look forward to differentiating ourselves from our competitors with further manufacturer approvals whilst developing our work with electric vehicles, and we also have plans to embrace emerging technology such as hydrogen fuel cells in the pipeline. Overall, we want to take care of vehicles that others struggle to repair for the benefit of our customers". Ever remaining at the tip of the technological spear, Ranjit's forward-thinking approach will undoubtedly keep him at the top of the pile for years to come. Our network wholeheartedly celebrates his success. >



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FIX AUTO WESTON-SUPER-MARE

Another site etched into the very fabric of Fix Auto UK's history is Fix Auto Weston-super-Mare, one of the first five existing bodyshops to join the network that proudly celebrate their 20th anniversary this year.



★ CELEBRATING 20 YEARS ★

ehind the operation lies four key members, Founder and Managing Director Tony Atkins, fellow Director Carl Prosser, Becky Atkins, the site's Compliance and Operations Director and Shelli Prosser, the site's Financial Director. Winners of countless awards including Fix Auto UK's 2023 Bodyshop of the Year and 2024's Customer Service Award, Tony and Becky were on hand to detail just what makes their site tick so harmoniously.

Fix Auto Weston-super-Mare's story begins in 1994, when Tony and fellow business partner Rob Goulding set up their initial accident repair business with no other staff members besides themselves. After several years of steady growth, in 2001 the two bought the land and built the current 10,000 sq ft building where Fix Auto Weston-super-Mare stands today. Acutely aware of the industry consolidation taking place even at this stage, Tony recalls

when explaining their decision to join Fix Auto UK 4 years later that "I could see the bigger picture. I knew it wasn't a case of sign on this line and suddenly we'll give you work, it was going to be a long burn. At the time it was more about image branding and being part of a bigger group, that was the main reason". As Tony mentioned, being part of a bigger group in the years following began to pay dividends. Now able to consult other like-minded business

owners on operations, Tony cites how "in the early years we spent a lot of time developing our business through sharing ideas. We still share best practice with the likes of Fix Auto Mid Devon and others to this day".

Through their own hard work and collaborative ethos, Fix Auto Weston-super-Mare is an example of everything a modern bodyshop should aspire to be. Housed with industry leading technology including two commercial spray booths and dedicated ADAS and wheel alignment systems, the site balances their concern for providing the highest quality service possible with the impact is has on the environment surrounding them. A fully carbon neutral site with 5 EV chargers, Becky explains how "sustainability and the environment is very important to us. We have solar panels and we recycle as much as possible. We recycle all of our thinners, tires, metal, bumpers, and we're currently

working on becoming paper light to eventually become paperless to reduce our paper consumption".

Another factor that contributes to Fix Auto Weston-super-Mare's industry leading operation is their relationship with their staff. Whilst being a family run operation at senior level, it should be noted that this family culture is extended to every member of their team. Displaying a blend of team members young and old working together, Becky explains how "when we have an apprentice join us we partner them up with a mentor. Owen, our paint apprentice is with Darren who has been in the business for over 25 years. Our MET apprentice, Ollie, is with two of our MET technicians, and again one has been in the business for over 20 years and the other 17 years".

Outlining a structured working strategy across the site that benefits different levels of experience clearly lies at the heart

of Fix Auto Weston-super-Mare's success, but it is the senior management's genuine care for their employees that retains their staff in order to achieve this. When asked about any initiatives the site partakes in to support their staff, Becky proudly declares "we have 3 Mental Health First Aiders on site that they can talk to. We have a social committee that all staff can join into and take part in a number of different social activities. We have a

death in service benefit for all our staff which also gives them access to a doctor 24/7 alongside a counselling helpline if ever they need to talk to anyone about anything".

As clearly demonstrated by their embracement of cutting edge, sustainable technology whilst fostering a positive workplace culture, Fix Auto Weston-super-Mare's host of award wins comes as no accident. When asked about their site's plans for the future, Tony simply states "keep developing. We've acquired another workshop about a mile down the road that we're operating for commercial work, so continuing to grow and develop that alongside the existing site is our plan". Leaders of industry best practise in all areas, Fix Auto Weston-super-Mare's next venture will undoubtedly be as successful as their existing enterprise. Our network looks forward to celebrate another 20 years of this exemplary business when that day arrives.



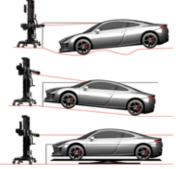




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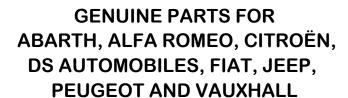














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Our National Conference always provokes a strong sense of celebration for all the key moments that made the previous year so successful. Recounting on these wonderful memories through social media snapshots not only makes us all at Fix Auto UK immensely proud, but also tells the world about the amazing work our network, supplier and insurance partners conduct on a daily basis! Here's what we got up to since the last Fix Auto UK National Conference...

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(stats taken from May 2024 to March End 2025)

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Fix Auto Bentham's Ford Rally shoot with Fast Car Magazine (top left)

Teagan Whiteman with her bronze medal at the 2024 WorldSkills UK National Finals (ton middle)

Fix Auto UK's multi award winning success at the 2024 Bodyshop Magazine Awards (top right)

Fix Auto West Hampstead celebrating 75 years of trading, all under the same roof! (bottom left)

Fix Auto UK is Presenting Partner once again at the 2024 Arenacross Tour (bottom right)

























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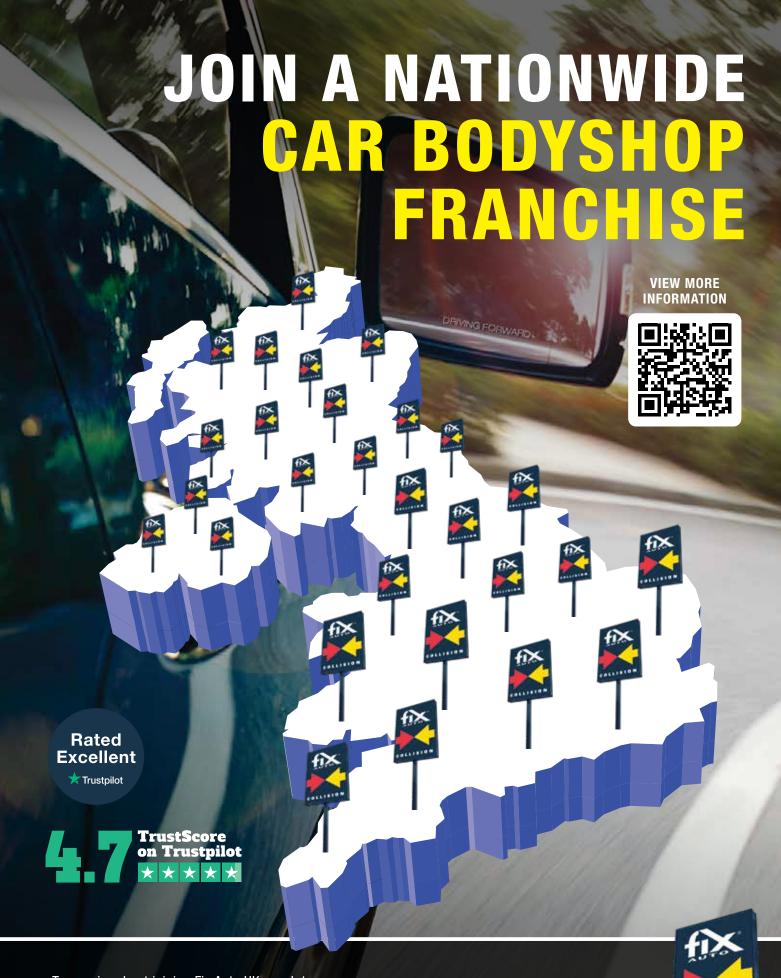
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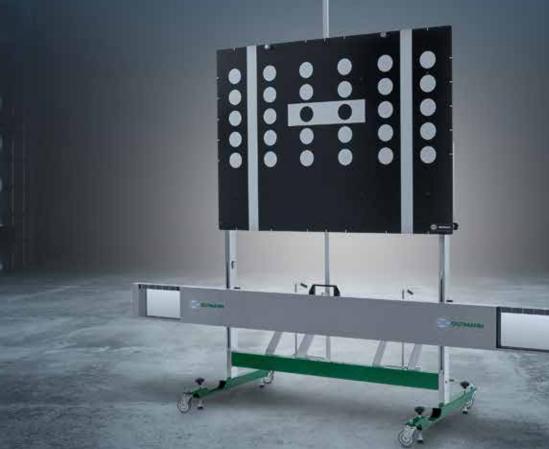


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The Technical Centre offers 5 state of the art spraybooths and 12-16 flexible work bays offering IMI Accreditations in Senior Paint, Paint, Cosmetic and Re-Accreditations, as well as IMI Professional Achievement Certificate courses in scuff and scratch, alloy wheel, glass repair, PDR and also detailing with our sister company Slim's Detailing.

The Conference Centre offers 4 meeting rooms, able to accommodate 4 to 50 people, giving us the ability to host multiple meetings concurrently. Each room has full AV facilities with WiFi and can be configured to suit each hosts requirements. There is catering on-site to ensure that all client needs are met.







>>> AUTO NEWS IN BRIEF

VAUXHALL RELEASE REVAMPED ELECTRIC CORSA

Vauxhall's latest update to their well renowned Corsa model is here, in the form of the 2025 Corsa Electric Long Range version. Available to buy this month from £28,900, the eco friendly hatchback boasts an improved 266 miles of range, "a 14-mile improvement over the previous model thanks to improved battery cell chemistry and optimised powertrain" - Stellantis reports. What's more, is that the 51kWh battery equipped with a 156PS motor has the ability to recharge to 80% in just under 30 minutes when using a 100kW DC rapid charger, meaning the extra range comes without compromise to functionality. Interestingly, the new Corsa Electric sees Vauxhall introduce "Vehicle-to-Load (V2L) functionality" for the first time in the model, a new feature that "allows drivers to power external devices up to 3.6kW and 16A such as power tools or camping equipment", adding a new dimension of practicality to the car for both work and leisure. It should also be noted that the new model has a range of premium



REPAIR AND RESTORATION - 2025 TV GUIDE

Has your TV watchlist gone a bit stagnant of late? Rest assured; a host of new TV offerings made with petrol heads in mind have been announced for 2025. Amongst the big names are former Top Gear presenter Richard Hammond, of whom's self-titled Richard Hammond's Workshop has been renewed for it's fifth series this year. Airing in October on Quest TV, the series follows Hammond repairing and restoring classic cars at his 2021 established restoration company The Smallest Cog.

Another highly recognised name within automotive restoration is Wheeler Dealers' presenter Mike Brewer, who has confirmed that the Wheeler Dealers World Tour will return for a second series in 2025. Available on Discovery, the second World Tour series comes after the well-received debut last year which saw Mike and co-host Marc Priestley restore models in a wide range of countries including the United States, Australia, Monaco and France.

Finally, a completely new automotive restoration programme titled Classic Car Kings will air on U&Yesterday later this year. The six-part series centres around "big character Paul 'Irv' Irving and his three sons at Irv's Resto Shop in Barrow-in-Furness, Cumbria, (who) are world renowned for their work rescuing classic cars that appear to be beyond repair" - UKTV reports.





EUROPEAN COMMISSION RELAX EMISSIONS TARGETS

On Tuesday, April 1st, a significant amendment to EU rules was revealed surrounding CO2 emissions for car manufacturers, and it appears that both car makers and consumers can be optimistic about them. In a change sanctioned by the European Commission, car manufacturers were initially expected to hit annual pre-agreed CO2 targets for all new models from 2025 onward, with the new "flexibility measure" allowing "manufacturers' compliance with the CO2 targets for 2025, 2026 and 2027 to be assessed over the entire three-year period rather than annually" – The European Commission reports.

Critically, the new approach "allows manufacturers to balance any excessive annual emissions by outperforming the target in the remaining year(s)", and comes in reaction to European car manufacturers citing the industry was facing billions in fines for missing the initial targets. Those considering buying a new car this year can see the amendment as good news, as the relaxed rulings may lead to more competitive pricing due to the absence of the financial penalties imposed on manufacturers for exceeding this year's emissions targets. Consumers may also see greater model variety in the short term when looking to buy, given car manufacturers are able to continue producing models that may not fall in line with their targets post-2027.

NISSAN REVEAL COLLABORATIVE NEW MICRA EV

The Japanese car-manufacturer Nissan has collaborated with French company Renault to create what is being billed as a spin-off to the award-winning Renault R5. Referring to the new Micra EV, Nissan inform that the newly conceptualized hatchback was designed at Nissan Design Europe in London, using systems and platforms shared with Renault's R5.

Designed to "remain true to the DNA of its predecessors with a compelling mix of audacious style and simplicity", the Micra EV "will be available with two battery options of 40 or 52kWh, providing a maximum range of over 400km" - Nissan reports. Although comprehensive details on the vehicle's specs alongside pricing are yet to be confirmed, they are expected soon, given Nissan have promised European sales of the vehicle to commence before year end. In a quote taken from The Sun newspaper, Nissan's global design chief, Alfonso Albaisa, said: "What's limiting EV take-up right now is affordability. Transaction price versus household income is going in the wrong direction, and that's where the Micra comes in". Whilst alluding to the fact that the Micra EV will be competitively priced, Albaisa also addresses the Micra's design, describing the new model as "cuter, with round puppy dog headlights" compared to the R5.





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MEET THE HEAD OFFICE TEAM: Martin Willis Head of Business Development

In order to bring you closer to everything we do at Fix Auto UK, this new segment introduces you to a member of our head office team to shed some light on what goes on behind the scenes. Today, Fix Auto UK's Head of Business Development Martin Willis joins us to do just that!

Greetings Martin! Please briefly introduce yourself...

Hi All, I have been with Fix Auto UK for nearly 9 years now, starting as an Operations Manager after being approached at an awards event. Today, I'm the Head of Business Development.

How did you get to where you are today?

I initially left school to work on a farm, following in my dad's footsteps. My brother was working for a bodyshop and one day he asked me to go and help him. They then offered me a job as a polisher in the paint shop, and I never looked back. In the 28 years since I have done every role in a bodyshop and met some amazing people along the way.

What gets you up in the morning when it comes to your role at Fix Auto UK?

I'm a super competitive person in business and sport, so I'm always excited to meet new people in the industry and help them, whilst growing with them in the process.

What are some of your favourite moments so far at Fix Auto UK?

At last year's National Conference I won Employee of the Year, which felt amazing to be picked from such a talented team. It's really difficult to pick other stand out moments because there's so many highs!

What are yourself or your team's 2025 goals?

The goal for 2025 is, quite simply, to continue to grow the network in all of the target areas we have.

What are your hobbies?

As I said, I am very competitive and used to race semi pro moto x until starting a family with my wife. Then I started kickboxing and gained my blackbelt! I also love mountain biking and along the way I've become English downhill champion, 4 years in a row Welsh series Ebike champion and 2023's National Ebike Enduro champion.

Do you have any learnings or lessons to live by?

Treat people the way you like to be treated yourself and always smile.

On Fix Auto UK's 20th anniversary, what excites you the most about the future for our network?

Our Fix Auto family is growing strength to strength, and it excites me to see the growth of some of the new younger franchises because that is where the future of our industry lies!



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"Purchase Direct came highly recommended through the Fix Auto Franchise Programme. By centralising our procurement, they helped us achieve savings of 28% on telecoms & mobiles, 40% on waste collections and 30% on merchant services. Their specialist telecoms team also provides tailored solutions, including monthly call reporting, dynamic call routing and enhanced disaster recovery."



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Excellent service from beginning to end.. Was able to get car assessed on same day as the accident, the assessor went through exactly what needed to be done. I was kept informed all the way through on what stage the repair was at by Dee and Lorna on reception, super friendly efficient service from everyone. Thank you Fix Auto for making an annoying situation simple and effective...

Fix Auto Weston-super-Mare

From the moment I booked an appointment the client service was excellent. I was dealt with professionally and courteously on arrival. I was kept up to date with progress and when picking my car up was again greeted with a smile and great efficiency.

Fix Auto Hainault

The staff at Fix Auto and the service received has been exceptional. They contacted us within a day of speaking to insurance company, booked in the car for inspection of works. Demonstrated understanding and empathy. Explained process and timescales. They kept us fully updated whilst they had our vehicle and now work has been completed the quality of the repair carried out is fantastic. Would definitely recommend Fix Auto and use again. Thank you.

Fix Auto Barnsley

The service was very good quality. Everyone was very helpful. They collected the car and delivered it back to me when ready. The car was returned clean and the work done was done to a very good standard

Fix Auto Buckingham

They were extremely efficient, was a very fast service from the initial inspection to then booking in and completing the work. Was kept informed with the progress and expected completion date (which was also correct and same day finish) so all in very happy with the work and the team. Thanks again.

Fix Auto Stevenage

A huge thank you to Fix Auto for sorting out my car today! I'd like to especially thank Paula and Yvonne for their incredible help throughout the entire process. Both of them were so welcoming and helpful from the moment I walked in. It was a pleasure to talk to them, and I truly appreciate their support. I 100% recommend Fix Auto.

Fix Auto Leicester



CONTACT US

If you are interested in making contact with Fix Auto UK, then there are several options depending on your specific needs...









// FIX AUTO UK HEAD OFFICE TEAM



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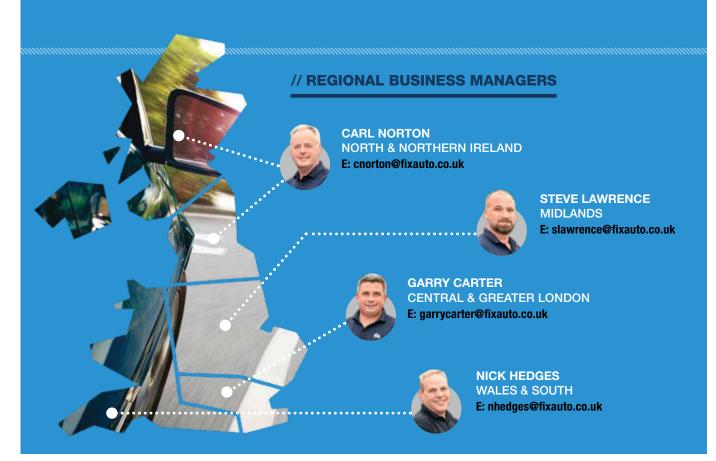


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