

# INFOFIX



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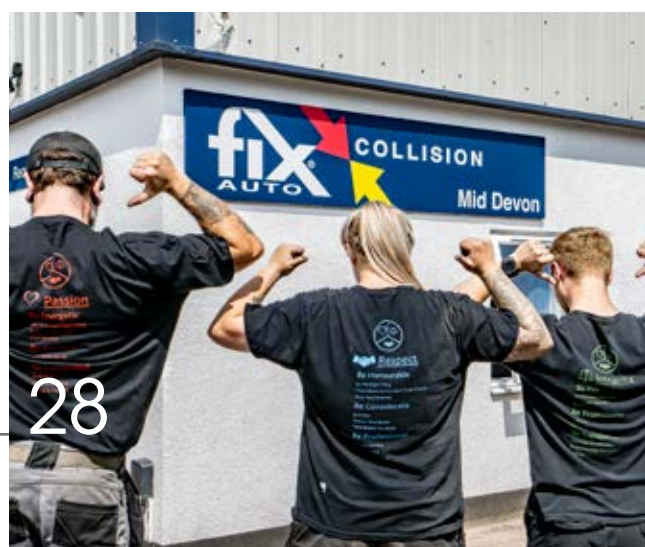
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# THE FIRST WORD

**W**elcoming you back to our Q3 edition of InfoFix, I am proud to share some of the highlights that showcase the passion, commitment, and growth within our Fix Family.

May marked a landmark milestone as the company celebrated its 20th Anniversary, alongside the first four pioneering Fix Auto UK Franchise Partners you'll see on the front cover. The celebration culminated at our National Conference, that saw a record attendance to commemorate an

*"In June, we celebrated the incredible achievement of inducting our 200th Mental Health First Aider into our network"*

unforgettable event.

Seeing our Fix Family from across the country celebrate their achievements with eyes firmly on the future provided an inspiring reminder of the strength of our franchise community, and how much our brand has grown over the years.

Building on that momentum, I am thrilled to announce the launch of our 2025 Apprenticeship Programme, which will welcome 50 new apprentices who will be embarking on new careers with Fix Auto. They will join the 180+ talented apprentices already shaping the future of our organisation.

Shifting focus to our valued customers, it remains clear that customer satisfaction continues to be at the heart of everything we do. We are proud to have reached the milestone of 19,000+ Trustpilot reviews, putting us now only weeks away from the coveted 20,000. A special mention must also go out to Fix Auto West Kensington, who are now

less than ten reviews away from being our first ever location to collect 1,000 reviews, setting a benchmark for service across our network.

Equally important is the wellbeing of our people. In June, we celebrated the incredible achievement of inducting our 200th Mental Health First Aider into our network, standing as a testament to our ongoing commitment of creating a safe, supportive workplace environment for all that fly the Fix Auto UK flag.

Looking ahead, I am excited to announce that our next Fix Auto UK National Conference will take place on the 27th and 28th May 2026. The theme this time around will be 'Nexus', a word that perfectly demonstrates the intricate series of connections that makes our network first in class. I hope you will join us in what will mark yet another event to remember!

Enjoy! >

**Ian**





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# AN EVENT TO REMEMBER FIX AUTO UK'S 20TH ANNIVERSARY NATIONAL CONFERENCE



## FIX AUTO UK REACHES 200 TRAINED MENTAL HEALTH FIRST AIDERS

**O**n the 5th June this year, Fix Auto UK proudly reached a major milestone in its ongoing commitment to employee wellbeing, with the successful training of its 200th certified Mental Health First Aider! Almost exactly three years after the programme's launch, Matthew Hewitt, an MET Technician at Fix Auto Leeds North, became the 200th team member to complete the training alongside 12 other colleagues at the landmark two-day course. Since day one, the scheme has been led by Fix Auto UK's certified Mental Health First Aid Trainer and Regional Business Manager, Carl Norton. For those unaware, the Mental Health First Aider training programme, introduced in May 2022 as a fully paid-for initiative for Franchise Partners, follows the nationally recognised Mental Health First Aid England (MHFA) course. It was designed and introduced to ensure each Fix Auto UK repair centre has at least two trained individuals who can identify and respond to signs of mental health challenges among team members, and beyond that even within their own families.

So much so is the impact of the programme, it has even been recognised in awards outside of the industry, with Fix Auto UK named finalists at the 2025 Inside Out Awards, competing in the Best DE&I for Mental Health Strategy category alongside global brands Air Canada and Sky. The InsideOut Awards stand as a highly respected programme that celebrate organisations, initiatives and individuals leading the way in workplace mental health and wellbeing, and being amongst them is a statement made in ensuring our network are leaders in that sphere.

Steering the initiative since day one, Carl's efforts towards championing mental health extend far beyond the workplace. In addition to volunteering for the Samaritans in his spare time, Carl will also embark on the hugely impressive challenge of running the Great North Run this week to raise funds for the If U Care Share charity, a remarkable organisation that specialises in suicide prevention and postvention. I'm sure you will join us in wishing him the best of luck, and we are equally excited to report back for the next Mental Health First Aid Milestone! ➤





**W**ith this being the first edition of InfoFix since the curtain fell on the 20th Anniversary Fix Auto UK National Conference, we must reflect on the two days of celebrations from this unmissable event. Presenting to a 400+ strong crowd of sponsors, delegates, insurer guests and suppliers, TV's Mr Wheeler Dealer Mike Brewer played host to a total of 27 awards that saw Fix Auto Lichfield crowned the highly coveted Fix Auto UK Bodyshop of the Year on the night. The highly anticipated 'Evolve' themed event held at The Vox, Birmingham also celebrated the five Franchise Partners that have been with the network since the very beginning, Fix Auto Dagenham, Fix Auto Weston-Super-Mare, Fix Auto Loughborough, Fix Auto Bradford South and Fix Auto Keighley. The four business owners were all honoured with first of their kind 20 Year Celebration Awards in a triumphant night for the entire network.

As always, the networking activities on the first day allowed everybody to get together whilst taking part in either Golf, Afternoon Tea, Clay Shooting or Go Karting before the official welcome event on Wednesday evening. This year's conference speakers included business experts, an apprenticeship panel, and the launch of our ESG Strategy which inspired and educated the audience on key business trends and topics.

The event concluded with a quick-witted performance from Mock the Week comedian Ed Byrne after the evening awards. Most importantly, the event wouldn't be complete without the support from our industry sponsors, the 20+ suppliers able to showcase their latest products with Franchise Partners whilst being a part of our Fix Family celebration which ensured guests were building relationships and sharing ideas throughout. ➤



## SAVE THE DATE FIX AUTO UK'S 2026 NATIONAL CONFERENCE

**W**e are thrilled to announce the launch of the 2026 Fix Auto UK National Conference, following the success of our 20-year celebration. This year, the conference will embrace the exciting theme of **NEXUS**, highlighting the connections, collaboration, and innovation that define our network. Taking place on Wednesday 27th and Thursday 28th May, the event will once again be hosted at the VOX Conference Centre, located within Resorts World Birmingham. Attendees can look forward to inspiring sessions, networking opportunities, and insights into the future of our industry, making this a not-to-be-missed event for everyone across our franchise network. ➤



# NEW LOCATIONS

## FIX AUTO NEWCASTLE (NORTHERN IRELAND)

We are delighted to announce that the award-winning spray painter Danny Matheson has joined our network, his repair centre now operating as Fix Auto Newcastle NI. Danny, who in 2009 was named as the industry's Spray Painter of the Year by Bodyshop Magazine, started his business during the summer of 2016 from a humble single-sized unit. Today he's operating out of a state-of-the-art 4,000sq ft unit which, at the heart of a newly built industrial estate provides him with a great opportunity to expand further. The news marks Fix Auto UK's remarkable growth in Northern Ireland with its sixth appointment in the region in four years. >

“I'm a spray painter by trade and I take immense pride in every repair that goes out of my unit. I am extremely proud of where I have brought my business to but, like those franchisees who have already taken the step and joined Fix Auto UK, I am ambitious and I am a realist which means I know I need that extra element of help, support and guidance to help me fulfil my ambitions.

**Danny Matheson**  
Fix Auto Newcastle NI



### CONTACT US



### CONTACT US



## FIX AUTO NORTH PLYMOUTH

Our next announcement brings us to the south coast with the hugely exciting appointment of Fix Auto North Plymouth. Founded in 2013 by spray painter Leon Hall with a personal loan of just £4,000, LA Bodyworks has steadily grown into a thriving operation. Having now transitioned to Fix Auto North Plymouth, Leon has made a series of investments to enhance their operation, including taking over a neighbouring unit to further increase its repair footprint to an expansive 9,000sq ft. Impressively, it now hosts 20 work bays, plus additional secure car parking and a separate unit solely dedicated to ADAS. >

“I am extremely proud of what I've achieved. From that £4,000 loan and operating out of a single unit big enough to repair just one car at a time, I've managed to grow and develop into what we have today. Fix Auto UK has a hugely successful CV of helping repairers take their businesses to that next level and I want to be part of that success.

**Leon Hall**  
Fix Auto North Plymouth



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.



#### CONTACT US



## FIX AUTO PEMBROKESHIRE

Further cause for celebration for all at Fix Auto UK comes with the appointment of a long-established, family-run repair centre located in one of the furthest points in West Wales. Fix Auto Pembroke, formerly known as Withybush Coachworks Ltd, was formed in 1963 and has remained within the same family ever since. The current manager, Adrian Haworth, ran the business alongside his father, Dave, for 11 years before his retirement and has been in sole charge for the last 26 years. Strategically, the 8,000 sq ft centre is perfectly positioned between Fix Auto Swansea and Fix Auto Aberystwyth, serving communities spanning Pembroke, Haverfordwest, Milford Haven, Fishguard and Cardigan. >



We have happily gone about our business for decades, and have forged an unrivalled reputation throughout our community for repairing vehicles to the highest standards possible. If I'm being truthful, we are isolated here in West Wales, and I believe the help and guidance provided by the Fix Auto team will undoubtedly elevate us into the 21st century.

**Adrian Haworth**  
Fix Auto Pembroke

## FIX AUTO SHEFFIELD

Marking another major milestone for the network is the appointment of Fix Auto Sheffield, constituting Fix Auto UK's first ever presence in the city in its 20-year history. Founded by Dominic Burns and Yan Masterman in 2022, the duo began repairing vehicles in their spare time from Yan's parents' garage, with word quickly spreading that the pair were offering a high-quality service. Today, they are proudly housed in an 8,000sq ft unit complete with two spraybooths, one dedicated to commercial vehicles, and are currently repairing up to 20 vehicles per month with capacity to potentially double that. >



Joining Fix Auto UK has long been part of our business plan. We're both technicians at heart, and have exceptional pride in every repair we complete but, we know our limitations in terms of where we are able to take the business to. We have brought the business to a point which we are extremely proud of, but one where we know we need that extra help and guidance which you receive from the network.

**Dominic Burns**  
Fix Auto Sheffield



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- Ongoing Training and Certification Programs: We focus on the continuous education of our specialists, keeping them at the top of their field.

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### Future-Ready Solutions for a Changing Industry

With the automotive landscape continually evolving, AirPro Diagnostics is dedicated to staying ahead of the curve through innovation. Our significant investments in research and development, highlighted by advancements like Auggie and ORION, ensure our solutions meet industry demands.

- Auggie is a state-of-the-art mobile solution for calibrating forward-facing cameras. This portable system allows professional-grade ADAS calibration at customer locations while maintaining strict accuracy standards essential for safety.
- ORION is an advanced cloud-based Diagnostic Management Information System that provides detailed reporting and analytics to streamline ADAS operations. This smart platform produces comprehensive calibration reports, manages compliance, tracks inventory, and supports key workflows to enhance operational efficiency while ensuring proper documentation for insurance and regulatory purposes.

### Maria Charlton: A Visionary Leader

Under the leadership of Maria Charlton and her team, whose dedication to safety and quality reflects AirPro's mission, the company continues to excel in this essential field. Maria's active involvement in industry working groups has established her as a respected figure in ADAS development. Her focus on improving safety standards through precise calibration procedures has significantly impacted industry best practices and regulations.



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## DRIVING SUCCESS AT THE FIX AUTO UK GOLF DAY

Demonstrating the true strength and depth of our network, Franchise Partners from every corner of the UK joined key suppliers in support of Fix Auto UK's annual golf event, staged last month at none other than The Belfry. The stunning backdrop of one of the UK's most iconic golfing venues played host to eight teams of avid golfers in a friendly yet competitive four-ball Stableford format. After a day of impressive play, John and Lewis Whittam of Fix Auto Bolton, Anthony Corrigan of Fix Auto Blackpool and Callum Burdon representing Fix Auto Durham walked away with the top prize.

Such is the event's draw, Ronnie Stewart representing Fix Auto Glasgow travelled down from Scotland in the North, Stuart and Joel Cameron arrived from their Fix Auto Penzance base in the south while father and son Adrian and Will Haworth, who only officially joined the organisation earlier this month as Fix Auto Pembrokeshire, made the long journey from South Wales in the west. Callum completed the four corners of the compass having driven down from the North East.

The runners' up place was secured by brothers Henry and Louis Morris, playing on behalf of Fix Auto Basingstoke, Mark Purbrick (Fix Auto Wolverhampton) and Calum Mackichan (Fix Auto Felixstowe) meanwhile Penzance's father and son Stuart and Joel Cameron, along with James O'Donoghue, of Fix Auto Crawley, who also picked up the Nearest the Pin prize donated by AGM Services, were third.

Ian Pugh, Managing Director for Advantage Group of Companies which Fix Auto UK falls within, said: "This annual event is more than just a day of golf, it's a powerful reminder of the relationships, dedication and shared values that underpin the Group. Seeing our Franchise Partners travel from all corners of the UK take part speaks volumes about our unity and passion."

Above top: Fix Auto UK 2025 Golf Day winners (from left) John Whittam and Lewis Whittam of Fix Auto Bolton, Callum Burdon representing Fix Auto Durham and Anthony Corrigan of Fix Auto Blackpool.

Above: Nearest the Pin winner James O'Donoghue, of Fix Auto Crawley.

LOC  
HER



## DONINGTON DREAMS FOR FIX AUTO BIRMINGHAM EAST ACE

17-year-old Liam Martin-Bradley was sporting the Fix Auto arrows at the iconic Donington Park Race Circuit in July, and we can say with certainty that he did our colours proud.

Son of Gary Bradley, who works at Fix Auto Birmingham East, Liam was invited to do a car test at the esteemed raceway by the organisers of the Mazda MX5 BRSCC Championship, and if successful will race his first full season in the competition next year.

Amazingly, Liam's racing journey started only four years ago, which marks when he first started Karting, at first only for leisure. Very quickly Liam's racing potential was made clear, and just two years later he claimed a podium at the BIKC 2023 in Leeds before being deemed the 9th fastest Karter in the UK for his age category at the BIKC National Final in Warrington. Adding his first race win at the Rotax Club 100 in early 2024, this year marks Liam's turning point from racing Karts to the real deal, showing his MX5 no mercy in his opening run.

After adjudicators were impressed with Liam's performance at Donington, the racing ace has been invited to do a series of further tests that see him race at the home of the F1 British Grand Prix, Silverstone. When asked about his racing dream, Liam stated confidently that he one day wishes to race at Le Man, and with luck, his Mazda will be one of the vehicles that will take him there.



AL  
OES



## FIX AUTO SKEGNESS PEDALLING FOR A PURPOSE

During June, 12 riders from the Fix Auto Skegness team embarked on a mammoth 106-mile bike ride in memory of their beloved colleague Wayne Bosner. The event was staged to raise funds for the NeoNatal unit at Grimsby Hospital, a charity very close to the Bosner family's heart for good reason. In 2023, Wayne's twin boys were born prematurely and in need of urgent care, and it was the team at Grimsby Hospital that stepped up to provide it.

Tragically, Cody did not survive, however Wayne's other son Elliot is now an 18 month, healthy and thriving young boy. It was through this care given to Wayne's family that the cycling challenge was set, although heartbreakingly, Wayne sadly lost his life whilst in training for the event. A loyal painter at Fix Auto Skegness with 15 years of service,

the team were bereft when notified of the news, however this only caused them to rally in their efforts to remember him in the way he deserves. Starting their route at Nettleham Rugby club in the Lincoln area, the team proceeded in a circular route that saw them reach as far as Saltfleet on the east coast, before riding back through the Lincolnshire Wolds prior to reaching the finish line.

Cycling over 100 miles is a huge achievement, and the Skegness team must have had extra wind in their sails as Wayne's family was in the audience cheering them on in what marks a day they will never forget. Raising over £9,000 on the day, the Fix Auto Skegness team should be incredibly proud.





# LOCAL HEROES

## PAR-FECT DAY FOR FIX AUTO PENZANCE AT WEST CORNWALL GOLF CLUB

Fix Auto Penzance were in attendance amongst other esteemed Cornish businesses through their sponsorship of West Cornwall Golf Club's annual Festival of Golf, on what marked a hugely successful event. Taking place in early August, the week-long event saw business owners Stuart and Joel Cameron sponsor Wednesday's day of play, representing their site on the greens whilst joined also by Fix Auto UK Directors Rob Pugh and Mark Hutchins alongside Regional Business Manager Nick Hedges. Founded in 1889, the course is Cornwall's oldest active golf club as well as being Stuart's local club, his business having also sponsored the club's Men's Winter League in previous years in addition to the festival. Conditions on the day as reported

by Joel were near perfect, the course playing both firm and fast as a traditional links course should for the entertainment of the 192 players that graced the course during the week. Although none of Fix Auto Penzance's sponsored teams were amongst the prizes on the day, the event garnered fantastic exposure for their business, the event not only uniting nearly 200 players but was also on display to the club's 800+ local members, the vast majority of which attend on a weekly basis.



## FIX AUTO UK RBM CARL NORTON POISED TO EMBARK ON GREAT NORTH RUN

A matter of days after this edition of InfoFix reaches you, Fix Auto UK's Regional Business Manager for the Northern and Northern Irish Region, Carl Norton, will embark on the greatest running challenge of his life to date. Native to the North East himself, Carl will take on the widely proclaimed world's biggest half marathon in memory of his son Thomas, who tragically passed away at the age of just 25 years old in March 2023. Described by Carl as a 'bright, funny and thoughtful character with a kind soul', the run comes as Carl's latest act in a long line of inspiring initiatives to raise awareness and funds for mental health issues, this time raising money for the If U Care Share charity.

Carl commented on the run by saying: "No family or friend should have to experience the pain of losing someone to suicide. It's a heartbreak that ripples out, touching everyone who loved them, but with awareness, support, and understanding lives can be saved. I'm raising money for If U Care Share, a charity that provides vital suicide prevention, intervention, and postvention support to young people and families affected by suicide. They work tirelessly to create hope, break the stigma, and ensure that no one has to suffer in silence." Having already delivered an inspiring Mental Health First Aid course to 200 Fix Auto UK employees and allies, Carl's latest efforts are equally commendable and a perfect tribute to Thomas.

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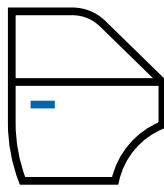




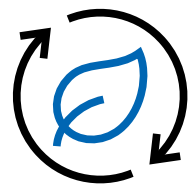
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# AN INTRODUCTION TO



# ESG

## THE FIX AUTO UK WAY

At Fix Auto UK, we are proud of our longstanding commitment towards promoting sustainable practises that impact everything from operations to our relationship with people and customers. From fostering safe, inclusive workplaces to exercising sustainable practices in our workshops, ESG sits at the heart of everything we do. So...what does ESG mean, and how does our ESG framework translate into tangible action?

### WHAT IS ESG? ESG STANDS FOR ENVIRONMENTAL, SOCIAL AND GOVERNANCE:

**E**

This concerns a business' environmental impact, and how we are taking action to reduce it. Examples include minimising waste, recycling materials, responsibly handling chemicals and paints, and adopting energy-efficient processes and systems.

**S**

The social element focuses our people, our customers, our communities and our supply partners. To date we have invested in groundbreaking mental health training programs, the development of young apprenticeships, and community investment and charity work.

**G**

Governance ensures that businesses operate with transparency, accountability, and strong ethical standards. Two examples include adhering to health and safety protocols and complying with industry regulations.



## FIX AUTO UK'S ESG JOURNEY SO FAR!

A majority of our franchisees began their journey to net zero a number of years ago, with over 80% having been following the PAS2060 certification and many others following their own bespoke roadmaps. In addition, five Fix Auto UK repairs were honoured at the NBRA Greener Bodyshop Awards last year for going above and beyond in actioning bodyshop sustainability through a variety of industry leading methods. Turning attention to our people, we were delighted to reach 200 qualified Mental Health First Aiders across our network in June, all of whom are now best placed to identify and support colleagues struggling with matters surrounding mental ill health. The scheme was so instrumental that it led to Fix Auto UK being honoured as a finalist amongst global brands Air Canada and Sky at the 2025 Inside Out Awards for Best Diversity, Equity and Inclusion for Mental Health Strategy. Looking ahead, our next immediate step comes in the form of our 2025 Apprenticeship Programme, that during October will see 50 new apprentices join more than 180 currently thriving within our franchise network, all of whom will receive the superior training and support they need to become our next generation of future leaders!

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「IN FOCUS」

## NORTH &amp; NORTHERN IRELAND



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FIX AUTO DURHAM'S  
WEBSITE

Karen Young (left) and Ian Smith outside Fix Auto Durham



「IN FOCUS」

# FIX AUTO DURHAM



Our Northern feature this quarter sees us visit an accident repair centre with more than 50 years of heritage. Operating as Fix Auto Durham now for more than a decade, joint owners and brother and sister duo Ian Smith and Karen Young's site accounts for one of, if not the most longstanding accident repair centre in the North East, and they kindly let us in on what has been the driving force behind their success thus far.





**T**he Smith family story begins in 1968 recounts Ian, when the pair's father John Smith acquired the site of an old pit head known as Lumley Sixth Pit, a former coal mining site where Fix Auto Durham still operates today.

A family affair by nature, Ian recalls how "as children we were working on a weekend, answering the phone, doing paperwork". After building a stellar reputation in their local area in the decades following, tragedy struck in 1996 when Ian and Karen's father sadly passed. "We were thrown in at the deep end" remarks Ian, however the pair's management of the site thereafter would mark a new, exciting chapter for the business that endures today.

Coming into the 2010's, Ian and Karen were poised to take their next step as a business by joining Fix Auto UK. Citing their reason as becoming part of a bigger group to share best practise, Ian and Karen's eagerness to collaborate appears to be central to their success. Recalling their early years under the Fix Auto banner, Karen recalls "now we could ring other people and ask for advice, whereas before you had to ask a competitor what they did". Having the council of a likeminded network would quickly begin to bear real life application, as Ian continues to say "our first area manager was big on the estimating side of the industry and taught us a lot. Revisiting the job afterwards and going through every image to see what had been done were things we added to our process during that time".

Boasting a near perfect Trustpilot score of 4.9 with nearly 300 positive reviews, Fix Auto Durham's diligence when repairing vehicles extends far beyond estimating. Their spacious 20,000sq ft site is packed with the latest technology that helps them service their happy customers, an example being their generous three spray booths. It should be stated however that whilst having the correct equipment is paramount in providing quality service, having the people with the right experience to operate it is even more critical. Ian and Karen understand this

acutely, possessing multiple members in their team with over 30 years' service within the business. "We see our whole site as part of one big family here" informs Karen, "we've recently had someone retire, and if he'd been here next week it would've been 54 years that he'd been here for, and he was really upset to leave".

It should also be said that whilst Fix Auto Durham values experience, their approach towards recruitment is also a point of key concern. The business' prioritisation of apprenticeships forms a key part of this, and some of Fix Auto Durham's longest servers have come from their apprenticeship programmes. "Our current apprentice is a panel beater, but we would like to have an apprentice in every aspect of the business" proclaims Ian. Ian continues to say that once an apprentice comes through Fix Auto Durham's doors, "they are immediately put with a mentor, and their training is all done on site by Auto Assess". By pairing new starters with experienced technicians whilst providing them with training that simulates their role as closely as possible, Ian and Karen's approach towards educating all staff members is to be commended.

In keeping with the North East's reputation for a strong sense of social bond and community spirit, it can be said that Fix Auto Durham is a shining example. Visible in their raft of staff pictures old and new displayed in their offices and break room, even John is still ever present within the business all these years later. "A couple of years after he passed, we started doing some floor groundwork where he actually dropped with his heart attack. So the opportunity arose to put his ashes in there and we finished it with cement over the top". Assessing the site's plans for the future, Karen continues to say "we want to revamp our office and make the reception bigger by making it all open plan for the benefit of our customers". Using Fix Auto Durham's building then as the perfect analogy, Ian and Karen's ability to perfectly marry the old with the new in all facets of their business is what will set their site apart for many years to come. ➤

**some of Fix Auto Durham's longest servers have come from their apprenticeship programmes**

”

「IN FOCUS」

## MIDLANDS

Inset below: Operations Director Daniel Line (left), Finance Director Maria Wright (middle) and Managing Director Kevin Shaw outside Fix Auto Leicester



# FIX AUTO LEICESTER

Sitting south of Leicester's city centre away from the hustle and bustle lies the serene town of Whetstone, the place where our Midlands feature brings us this edition. Here you can find Fix Auto Leicester, a site we can confidently say is one of the most technologically equipped in the network, and with an army of positive Trustpilot feedback that represents their industry leading service, they appear to be doing everything right.

**C**elebrating their 55th anniversary this year, the site's owners are Keith Sandow and Ron Gould, the day-to-day management of the site headed up by Managing Director Kevin Shaw, Operations Director Daniel Line and Finance Director Maria Wright. On hand to give us the rundown on Fix Auto Leicester was Daniel in what makes for a fascinating read.

Fix Auto Leicester truly is a unique location with a remarkable backstory. Founded in 1970 as Brian Bowles Accident Repair Centre, the business was acquired by its current ownership when Bowles retired in 2018, and at this stage the business was relocated to what was formerly a rundown smallholding known as Beeches Farm, before being specially converted through an ambitious expansion plan and £2.5 million



SCAN TO GO TO FIX AUTO  
LEICESTER'S  
WEBSITE





investment into the operation it is today. Now comprising 14,500 sq ft across three purpose-built units on 17.5 acres of land, the new premises has improved their capacity to deal with larger commercial vehicles and is equipped with industry-leading technology to deliver the highest standards of repair.

Having joined the Fix Auto UK network in 2021, Fix Auto Leicester is a bodyshop designed for the future. Boasting three spray booths (one of which is commercial), alongside both a drive-on and a mobile ADAS calibration system, they were one of the first bodyshops in the UK to achieve BSI 10125 accreditation in 2014, and last year became the first to invest in a Bodyguard Vehicle Bodywork System. Essentially a high-tech security gate, the ultra-high-definition system possesses 360-degree video that records both the reg plate and any damage on a car that enters or exits the premises. Daniel explains that “the Bodyguard 3D scanning feature gives us the ability to go back and look at footage, slow it down and inspect every vehicle properly before it reaches our workshop. It’s on track to save over 300 hours of staff time in its first year, allowing our team to be productive in other areas, and it’s great for the security side of things”.

Whilst maintaining up-to-date with industry processes and technology is paramount, the same care must be shown to the staff operating the equipment to ensure a thriving business, a quality Fix Auto Leicester’s management is acutely aware of. The site possesses two Mental Health First Aiders, in-keeping with Fix Auto UK’s greater mission of having two people at every site that employees can confide in about matters relating to their mental health. Not only that, the senior leadership team also go above and beyond to ensure a lastingly positive workplace culture by organising team days to “reward everybody for all their hard work”, highlights Daniel. “We like to feel that we’re a

close-knit team and we encourage that as much as we can. We try to organise outings on a regular basis for this purpose, the most recent example being a day in Leicester city centre, where we took everybody out for lunch and drinks. It helps with positivity and the subsequent production of the site, and we think it’s really important for staff morale”.

Recognising staff for their great work is a vital part in fostering a prospering business community, and Fix Auto Leicester’s efforts to give back do not end there. “We support a lot of local community initiatives, such as sponsoring our next-door neighbours Whetstone Athletic Football Club. We also sponsor staff members like our estimator Simon Oakley, who competes nationally in hovercraft racing in his spare time. It’s all about giving back” states Daniel. It should also be said that Fix Auto Leicester’s efforts to nurture their community are rightly being recognised. Winners of two industry-led community focused awards last year, namely ABP’s Community Initiative Award and Automechanika Garage Awards’ Best Community Initiative, their ability to build and nurture their local network is admirable.

With innovative technology, an expertly functioning team and countless happy customers, it is no surprise that Fix Auto Leicester was listed as one of the 50 fastest-growing firms in the Midlands region last year. Explaining the site’s future plans, Daniel tells us: “We’re always looking for new ways to improve efficiency on-site, and we’ve just signed off some plans to extend the paint shop to improve our workflow in that area. Doing that will allow us to take in more vehicles and potentially hire new staff as well”. So there you have it... with such a clear, forward-facing vision shared by their entire team, there is no doubt that Fix Auto Leicester will continue to thrive and set new industry standards for years to come. >

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## CENTRAL &amp; GREATER LONDON



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WEBSITE



# FIX AUTO FELIXSTOWE

Many are impressed when told how many years of history and experience many of our Fix Auto UK sites possess, and Fix Auto Felixstowe stands as no exception. Its namesake town most known for holiday making and industrial shipping via the famed Felixstowe Docks, interestingly the accident repair centre that would become Fix Auto Felixstowe dates all the way back to 1988.



Operations Manager Sam Patterson (left), Managing Director Keith Patterson (middle) and Workshop Manager Dan Patterson





**T**he man at the helm since that day is owner Keith Patterson, whose sons Sam and Dan Patterson have held senior positions within the business for the last decade. Thankfully, Keith was on hand to talk us through his site's evolution and successful journey so far.

Recalling the origins of his site, Keith informs how "my journey began in the industry in 88' on a farm in the village outside Ipswich. We stayed there for a few years before moving into part of our present building". Before long, Keith would acquire the rest of the building that today stands at a total 9,000 sq ft that includes their valet centre separate to the bodyshop. When addressing his motivations to join Fix Auto UK, it appears Keith possessed ambitions to do so long before his site eventually came onboard, stating "I had a meeting in London when Fix Auto first came into the UK with several other repairers in the industry, and I came out of that meeting thinking we need to be part of something big". Whilst Keith and his site wasn't ready to join at that time, 2018 would mark the pivotal year when his site proudly became Fix Auto Felixstowe.

Boasting a range of Manufacturer Approvals including Abarth, Alfa Romeo, Chrysler, Citroën, DS Automobiles, Fiat, Jeep, Peugeot and Vauxhall, Fix Auto Felixstowe's exemplary standards are well-known amongst the automotive industry and their customers. Garnering such an array of approvals is no mean feat, and maintaining them boils down to Keith's keen understanding of how ever-evolving technology interfaces with his staff. "I think due to the advancing technology of today's vehicles that a body shop of the future won't look anywhere near like a body shop at present" states Keith. "We've found that the older generation of technicians are struggling with the technology that's coming through now, and simply realised we have to hire younger staff members."

Immediately after reaching this conclusion, Keith and his team would then set about recruiting younger, tech-savvy

apprentices to compliment the skills of his more experienced staff. "We went through Apprenticeship Central and another training provider to find two individuals and we put them through the multi-skilled course. They're still with us and they're really good lads, and I think in another six months we might start looking for another". Recruiting talent however is simply the first step in fostering a productive workforce in the long term, and it must also be said that Keith, Sam and Dan's efforts to ensure a harmonious workplace culture is admirable. "Team building is very important to us on a personal level, and is a great thing for staff retention as well as overall efficiency. We frequently meet up as a team at a restaurant or to do an activity, and we celebrate quite big at Christmas as a thank you for everyone's hard work".

Assessing Fix Auto Felixstowe's next steps, Keith's forward-thinking attitude towards staff and site technology is mirrored in his plans. Highlighting Sam and Dan's key roles within the business, Keith declares "I have two sons in the business which we are in the process of advancing further into the business by way of directorships. I think the technology is moving so fast that our staff need to be more technically minded, and both Sam and Dan are the perfect people to help foster that culture going forward."

To end on a note that distils the reason behind Fix Auto Felixstowe's quality service perfectly, when asked about the area of his business that brings him the most job satisfaction, Keith states "the most satisfying element of running the business still to this day, after all these years, is seeing the car come in bent and twisted and leaving repaired properly. I still get that buzz even though I'm not repairing the cars anymore!". Bearing true to the statement that the only way to do great work is to love what you do, Keith, Sam, Dan, and their team's passion for car body repair will ensure their high standards endure for many years to come. ➤

「IN FOCUS」

## WALES &amp; SOUTH

# FIX AUTO MID DEVON & FIX AUTO NEWTON ABBOT

In the heart of Devon, two sisters are redefining what it means to run an accident repair centre. Alena and Erika Woolacott, Finance Director and Managing Director respectively of their two locations Fix Auto Mid Devon and Fix Auto Newton Abbot, have built an unprecedentedly inclusive team and subsequent workplace culture that not only explains their current success, but also future proofs their businesses for decades to come.



Erika (left) and Alena Woolacott standing outside Fix Auto Mid Devon.



SCAN TO GO TO  
FIX AUTO  
MID DEVON'S  
WEBSITE



SCAN TO GO TO  
FIX AUTO  
NEWTON ABBOT'S  
WEBSITE



To inform us on their practises and values that underpin this culture, Alena and Erika not only gave us the tour of their state-of-the-art facilities, but also introduced us to a range of employees within their businesses, all of who's stories help personify what makes Fix Auto Mid Devon and Fix Auto Newton Abbot truly industry leading.

Possessing over 50 years of heritage across three generations, Fix Auto Mid Devon marked one of the first sites to join the Fix Auto UK network in 2010, later followed by the founding of Fix Auto Newton Abbot in 2021. Taking the reigns from their mother Louise Woolacott, Alena details how despite having a supportive team throughout their transition to leadership, the wider industry was still not yet familiar with the proposition of a female-led accident repair business. "We definitely had differing experiences with the wider community. Some customers and suppliers would definitely underestimate you and make assumptions that you were "just" a member of the front of house team rather than someone who can actually make a decision". Whilst there still remains work to do in changing these perceptions, Erika's words on whether these attitudes have changed are a testament to their presence as key long-standing figures in the industry challenging these outdated ideas. "After taking over from our mother, I think the perception of female leaders has changed somewhat. Very recently only a couple of weeks ago, I had a manufacturer come to have a conversation with us and he said that his best shops are run by women".

Shifting focus to the wider team at Erika and Alena's two locations, it must be said that there are employees representing almost every age, gender and ethnic category onsite. Whilst this positions both businesses at the forefront of DE&I, their rationale for this can't be further from garnering external praise, but rather is a critical facet of the successful running of their operation. "I believe it's really important to support women and people of different ethnicities and backgrounds, because how can you serve a diverse customer base if you don't have a diverse workforce", details Alena. "There's been a skill shortage in this industry for as long as I've been in it, and opening up a wider talent pool can only help mitigate that". A prime example of this is Ibrahim Rakka, Fix Auto Mid Devon's Workshop Manager. Of Lebanese origin, Ibrahim details

how "after I arrived in the UK and got my master's degree in engineering management, I had a sponsorship opportunity to be a Workshop Manager at Fix Auto Mid Devon. We work together here as a team, not only to provide a brilliant service to our customers, but to take care of each other".

With over 400 glowing Trustpilot reviews between Erika and Alena's two sites and countless more positive experiences, their focus on nurturing a synergistic, collaborative team is clearly translating into superior customer feedback. Another key behind their success as stated by the pair is their promotion of people who have changed careers, Erika stating that "we welcome everybody here from 16-year-old school leavers right the way up to pre-retirees", Alena continuing to say that "I'd like to change people's minds that this industry is just for men that grew up tinkering with cars. Career changers bring transferable skills and different perspectives to the workforce that is really valuable and appreciated. It doesn't have to be something you grew up wanting to do". Having both previously worked in other industries themselves, Alena and Erika's host of award wins since that just recently include Allianz Insurance Bodyshop of the Year (2023 & 2024) and the NBRA's Greener Bodyshop Silver Award (2024), they are living examples of the transferable skills they endorse. Another is Lee Bateman, a panel beater at Fix Auto Mid Devon who sat down to speak with us, outlining how "I fancied a fresh start in a new career two and a half years ago. After applying for a valet role here, they looked at my CV and actually offered me a multi-skilled panel beater role. Starting a new career felt very daunting at the start, but the technicians and people I work with took me under their wing and it became easier each day".

An apt closing statement for what we hope has enlightened on what a modern accident repair centre should be is this. Providing a topline statement on their journey so far, Erika states that "we have three core values and that is what our culture is based around: passion, integrity and respect. We've been in business for 55 years and I'm the 3rd family generation; we didn't get here by being dishonest. This business is built on reputation and it's doing exceptionally well". As a network, we wholeheartedly agree Erika, and long may that continue! ➤







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INTERVIEW WITH AN APPRENTICE

**CALLUM FROM  
FIX AUTO DURHAM**





The car body repair industry is no different from any other in the sense that it must consistently champion and nurture the youth to prepare for the next generation. Through apprenticeships, Fix Auto UK constantly looks to find the future fixers of our network, and through sharing their journeys and experiences, we hope to inspire any aspiring Fix Auto UK apprentices to take the leap! Joining us this quarter to tell his story so far is Callum Burdon from Fix Auto Durham, a 27 year-old year old apprentice panel technician who's journey into our industry didn't begin as one might expect!

**Please can you introduce yourself and your role at Fix Auto Durham?**

My name's Callum, I've worked at Fix Auto Durham for three years and I'm doing a level three panel technician course.

**How did your journey begin as a Fix Auto UK Apprentice begin?**

I went to university just after I finished college and realised it wasn't really for me. After that I worked in a paint shop doing powder coating for two years, but then I thought to myself, I need to go somewhere where I'm going to progress and learn different skills. At this point I started searching through apprenticeship websites, saw the panel technician apprentice role at Fix Auto Durham and here I am today!

**Are you local to Fix Auto Durham, and what would your typical weekend look like?**

I am local. I live in East Rainton which is just up the road. Normally my weekend consists of going to watch the best team in the world, which is Sunderland for any Newcastle fans out there!

**Are there any defining moments that have demonstrated your progression in the role so far?**

I've always had an interest in cars, and over the years I've changed the bumpers on my own car and done little things. Here, you see a wide variety of cars and are trained on exactly what you need to do to them, so to see my progression from when I first started to where I am now is unbelievable.

**How would you recount your first few months as an apprentice and the training involved at that stage?**

As soon as I started, I was given my mentor, Martyn, who's still here today with us. He basically showed me the ropes, firstly how to take a bumper off the correct way, then we progressed onto taking off panels

like doors and wings, then welding and everything in between. I'm mostly self-reliant now, but if I ever need a hand with anything, I can go and ask Martyn.

**How would you describe the workplace culture at Fix Auto Durham?**

I think everybody here is lovely, and everybody gets along with everyone. The only thing I'm not a big fan of is Planet Rock, it's on every day but that's what headphones are for!

**Can you think of someone in life that has had a strong influence on your love for cars?**

It's corny, but I'm going to say my Dad. He's well into cars and we'd always go to car shows together, watch Car SOS on the telly and things like that. My love for cars has definitely come from him.

**What advice would you give to someone thinking of pursuing an apprenticeship at Fix Auto UK?**

I would a hundred percent go for it! In the past it was my ambition to pursue sport as I was always a sporty person, but then when I changed over to this I can honestly say it's the best job I've ever had by far. Normally people wouldn't say this, but I love my job. I thoroughly enjoy coming into work every day.

**I can honestly say it's the best job I've ever had by far. Normally people wouldn't say this, but I love my job. I thoroughly enjoy coming into work every day.**

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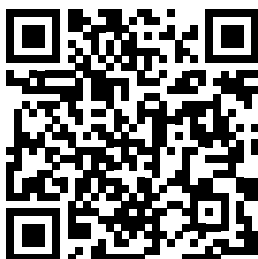
*For those that have gone down another path in life and think an apprenticeship might suit them, Callum's story is a shining example that it's never too late to reskill and pursue a career you love. With 180+ active apprentices currently flourishing across our Franchise Network, Fix Auto Durham's industry leading training and support for apprentices marks one of a multitude of locations across the UK that are looking for the next future leaders of our industry. If you're reading this and are thinking about pursuing an apprenticeship at Fix Auto UK, we hope that person is you!*

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# A GUIDE TO LINKEDIN BUSINESS PAGES

On a platform that acts as one of Fix Auto UK's critical digital touchpoints with the wider industry, we are delighted to report another milestone on the platform in the form of 6,000 followers! We are proud in the knowledge that the Fix Auto UK voice is louder than ever on the platform, and would like to highlight why having a LinkedIn business page can take your business to the next level!

## WHY IS IT IMPORTANT?

LinkedIn is a business to business (B2B) platform meaning on here you'll find other members of the professional accident repair community, for example insurer partners and industry media.

It's important to have a voice for your business and having a LinkedIn business page is a great way to do so. Alongside sharing key business updates and milestones, LinkedIn can be used to:

- **Expand Your Network – Build your connections with other businesses, insurers, suppliers as well as customers**
- **Drive Recruitment – LinkedIn is a key stakeholder in the way people find and apply for jobs**



## HOW CAN I START?

Running a LinkedIn page doesn't have to be a time-consuming affair. Think about business related achievements, training, milestones that you want to shout about. Below are some content ideas to get you started:

- **Share Trustpilot milestones and reviews, for example celebrating your first 100 reviews or % of 5\* reviews.**
- **Are any of your employees Mental Health First Trained - share why that is important to your business**
- **Your sustainability practices: Are there instances where you've gone above and beyond to reduce your carbon footprint?**
- **Share industry awards you've achieved or Vehicle Manufacturer Approvals**





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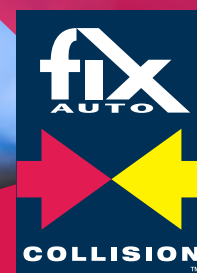
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Fix Auto UK continuously searches for new apprentices across the country that will shape the future of the accident repair industry. Our 130+ locations around the UK offer state of the art facilities and the opportunity to be a part of a forward thinking car body repair group. If you are passionate about cars, vehicle maintenance and repairs, an apprenticeship at a Fix Auto UK site is the perfect career choice. Aside from gaining invaluable hands-on experience from the start, successful candidates will also benefit from a comprehensive curriculum designed to hone their chosen discipline and inform on wider body shop practices.

## COURSES AVAILABLE

There are currently a variety of Apprenticeship Programmes available, with multiple specialist training providers across the country. If you're considering enrolling onto a car bodyshop specific course, the below are relevant:

- Accident Repair Technician (Level 3)
- Automotive Customer Service Practitioner (Level 2 & Level 3)
- Vehicle Damage Paint Technician (Level 3)
- Vehicle Damage Panel Technician (Level 3)
- MET (Mechanical, Electrical, Trim)
- IMI Electric/Hybrid Vehicle System Repair and Replacement (Level 3)
- IMI Diagnostic, Testing & Repair
- EV (Electric Vehicle) can be tailored to any of the above programmes

## HOW TO GET STARTED

To enquire about upcoming Fix Auto UK Apprenticeship courses in your local area, or to find out more on how to get started, please contact our Fix Auto UK Apprentice Team. Email: [apprentice-programme@fixauto.co.uk](mailto:apprentice-programme@fixauto.co.uk)



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# FIX NETWORK LAUNCH RUST BROTHERS CHARITY RESTORATION PROJECT



Inset: Rust Valley Restorer's Mike Hall.

Right: Fix Auto technical trainer Nick Brown (left) and Fix Network's VP of Strategic Business Development Darryl O'Keefe inspect the Firebird.



Just weeks ago, Fix Network announced a star-studded restoration project released via their YouTube that you simply can't miss! Titled 'Good Will Driving: Fix Network x Rust Brothers Charity Restoration Project', the first episode "1000 Hours" premiered on August 14th to the excitement of automotive refurb fanatics all across the Fix Auto network and beyond!

Joining the Fix Network team in the new series is Mike Hall, a name many will recognise as the star of Netflix's automotive repair documentary series Rust Valley Restorers. The goal concerning this project is simple, restore a classic Firebird, which once returned to its former glory will be re-auctioned with all proceeds being donated to Ronald McDonald House Charities Canada.

During Episode 1, Fix Auto technical trainer Nick Brown explains how the project came about. "One day over breakfast, Darryl and his buddy Mike Hall, you might know him from the Netflix TV series Rust Valley Restorers, came up with a great idea... "What if Fix Network bought a car from one of Mike's auctions and then we fixed it up, re-auctioned it off and donated the money and proceeds to the Ronald McDonald House charity?"

Referring in his quote to Darryl O'Keefe, vice-president of strategic business development at Fix Network, even acquiring the car in the first place was no easy feat. O'Keefe travelled 3,636 kilometres from Toronto to British Columbia to secure the Firebird at Mike Hall's auction,

and after returning with it successfully the work can truly now begin.

After Nick and Darryl conferred on film about the "1000 hours" of work that must go into the car over the course of its restoration journey, the task in front of them is truly sizable. Detailing issues including mouse droppings, BC penicillium contamination, rotten rocker panels and door interiors alongside a "mangled" quarter panel, the team have three-and-a-half months to complete the work. ➤

**Check out Episode 2, premiering later in September to see how they get on!**

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# HOW TO RESPOND TO TRUSTPILOT REVIEWS

Responding to Trustpilot reviews is an essential part of managing both your site and Fix Auto UK's collective online brand reputation. Whether the review is positive or negative, a well-crafted response can build trust, improve customer satisfaction, and enhance your business image to promote future business. Here's a step-by-step guide to replying effectively:



## **Acknowledge the Review Promptly**

Responding quickly shows that you value feedback and are engaged with your customers. Try to reply within 24-48 hours of receiving the review.



## **Offer a Solution or Explanation (if necessary)**

If the review highlights a problem or concern, offer a solution or explain any steps you've taken to resolve the issue. This shows you're proactive in improving customer experiences.



## **Thank the Reviewer**

Start by expressing gratitude, regardless of whether the review is positive or negative. For positive reviews, thank them for choosing your business. For negative reviews, thank them for sharing their experience so you can improve.



## **Invite Further Dialogue**

Encourage the reviewer to reach out directly if they have any ongoing concerns or need assistance. Providing a contact number or email can help resolve issues more effectively.



## **Address Specific Details**

Show that you've read and understood the reviewer's comments. Acknowledge the specific points they mentioned, whether it's the service, product quality, or an issue they encountered.



## **Close on a Positive Note**

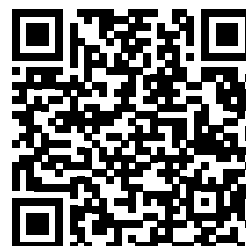
End your response with a positive sentiment to maintain a professional and courteous tone.

**By following these steps, you can turn every Trustpilot review into an opportunity to strengthen customer relationships and enhance your local business reputation.**

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# »» AUTO NEWS IN BRIEF



## MUNICH AUTO SHOW PREVIEW

Officially known as IAA Mobility 2025, the world-renowned biennial event will play host to a number of exciting new releases and concepts from the world's leading automotive brands. Taking place from the 9th to 14th of September, Volkswagen are amongst those debuting never seen before models, namely their ID 2X. Dubbed as a taller-riding, SUV-styled version of the ID 2, the vehicle

closely likens an electric version of the brands existing T-Cross model, with sales likely beginning in 2026 at a starting price of roughly £25,000. Making its global debut also will be the Mercedes GLC EV, a luxury SUV that is expected to hit showrooms in spring 2026. Impressively, the GLC EV's Dual motor AWD setup boasts up to 483 hp, with multiple battery options that allow up to 500 miles of range in the long-range option. In addition to cars, the IAA event will also play host to a range other transport mode innovations as part of their 2021 rebrand, which saw them move the event to Munich after operating for over 120 years in Frankfurt. Amongst the headlines away from 4-wheel enterprises is the US-based bike manufacturer Specialized, who will introduce their latest e-bike effort, the Turbo Vado S. "Capable of reaching speeds up to 28 mph (45 km/h). It features a Garmin radar sensor that can detect approaching vehicles up to 140 meters away and alert the rider through visual, audible, and haptic signals." – IAA Motability reports.





## ALL THE BIG REVEALS AT GOODWOOD FESTIVAL OF SPEED 2025

From vintage icons to futuristic prototypes, there are few better displays of motoring excellence than the Goodwood Festival of Speed. Having taken place on 10 July – 13 July 2025, the event's "The Winning Formula – Champions & Challengers" theme marked the 75th anniversary of the Formula 1 World Championship, and it must be said they pulled out all the (pit)stops to commemorate the landmark event. Over 100 historic and contemporary Grand Prix cars were present, accompanied by seven F1 world champions including 4-time winner Alain Prost and 3-time winner Jackie Stewart among many others to mark a majestic reunion.

The event also marked a record-breaking performance on Goodwood's famous hill-climb, the centre piece of the festival in the eyes of many. Koenigsegg obliterated the road legal hill record in its 1,603 bhp Sadair's Spear, Koenigsegg's development driver Markus Lundh breaking the previous year's record set by Chris Ward in the Czinger 21C by over 1.5 seconds.

As is customary at the event, there were also a range of prototypes and concept models debuting for the first time for onlookers to marvel at. Making its UK debut was the Aston Martin Valhalla, a new hybrid hyper car powered by a twin turbo 4.0 L V8 and three electric motors. Ferrari's new F80 was also seen for the first time in the UK, the planned successor to the LaFerrari with a blistering 0–62 mph time of 2.15 seconds and a top speed of 217 mph. If you were there, count yourself lucky!



## BMW'S 'NEUE KLASSE' INITIATIVE PREPARES TO TAKE AIM AT EV MARKET

BMW's all-electric 'Neue Klasse' (New Class) initiative prepares for off, with the expectation that the first model to be released, the BMW iX3 Neue Klasse, will be available to buy in Europe in late 2025. Some older readers may be wiping their eyes at the name, as it is shared by the line of sedans and coupes produced by BMW from 1962 to 1972 that played a crucial role in the company's resurgence, birthing the iconic BMW 1500 amongst other classic models. Matching the boldness of the name are the words of BMW Groups' CEO Oliver Zipse, proclaiming that the "Neue Klasse is the biggest leap in technology since we introduced the first 3 Series. It will define BMW's next 100 years".

A first look at the new iX3 sees it clock an expected WLTP range of 373 miles on a single charge, with ultra-fast 800V charging speeds of up to 350 kW possible. The model also sees the debut of the brand-new 'Heart of Joy' Vehicle Control Unit, a system that replaces dozens of ECUs with a centralized dynamic control unit to deliver more responsive handling, faster brake and throttle reactions, and fine-tuned driving feel. Looking ahead, 2026 will see the production of the BMW i3 Sedan and iX4 begin, with M variants slated for 2027-2028.

## NEW SPECIAL EDITION TOYOTA PAYS HOMAGE TO ICON

Earlier this year, Japanese manufacturer Toyota announced the release of the 2026 GR86 Yuzu Edition, a limited release that may very well become a collector's item in years to come. Launched as a tribute to the spirit of the long-discontinued Scion brand—specifically inspired by the 2015 Scion FR-S Release Series 1.0, this edition marks "the fourth such limited-run variant of the brand's second-generation sports coupe, with the 10th Anniversary, Trueno, and Hakone editions preceding it". – Car And Driver reports. The latest effort features striking Yuzu Yellow paint, black exterior accents and subtle interior touches, all of which give it a strong retro-performance feel.

A key appeal of the Yuzu Edition is its nod to tuner culture, more specifically how Toyota will offer optional accessories like an aggressive body kit and a GR-branded quad-tip cat-back exhaust system, adding even more visual drama and street-racer flair. Mechanically, the Yuzu possesses very little difference to the other GR86s, containing a 2.4-litre flat-four engine capable of 228 hp and 184-lb-ft of torque harnessed via a six-speed manual or six-speed automatic transmission. Sadly for UK admirers, the production is limited to 860 units all of which are destined for the US, the Yuzu Edition expected to go on sale 'near the end of 2025', with 'final pricing revealed closer to the launch' – USA Today reports.





## MEET THE HEAD OFFICE TEAM: Steve Lawrence Midlands Regional Business Manager

In order to bring you closer to everything we do at Fix Auto UK, this 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 Regional Business Manager for the Midlands Region, Steve Lawrence, joins us to do just that!

### Greetings Steve! Please briefly introduce yourself...

Hi everyone, my name is Steve and I'm Fix Auto UK's Regional Business Manager for the Midlands Region. I actually started with Fix Auto as a Bodyshop Manager at Fix Auto Huntingdon in 2010, before becoming Group Operations Director for Fix Auto Huntingdon, Spalding & Peterborough in 2012. 8 years later, in 2020 I officially joined Fix Auto UK as an RBM.

### How did you get to where you are today?

I always wanted to be in the car trade, and remember reading the yellow pages aged 16 in search of a job in the industry. After writing some 80 letters to get an apprentice painter role, I got first job as a painter and it's been a hell of a journey since. Interestingly, my first step in management was during a 5-year stint overseeing a luxury yacht business before returning to the industry in 2005.

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

Implementing new ideas into businesses collaboratively with Franchise Partners and then seeing their performance and working environment improve is incredibly rewarding.

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

Generally speaking, my development within my career at Fix Auto UK is my favourite thing to look back on, and becoming an RBM in 2020 was a key part of that. More recently, spearheading the release of our Standard Operating Procedure Manual was an amazing success and is still used across the network daily.

### What are yourself or your team's 2025/2026 goals?

It's simple, to play my part in ensuring that Fix Auto UK is the best performing accident repair network in the UK, ensuring we are the number one choice for all of our insurer partners and customers.

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

Fix Auto UK was only 5 years old when I arrived, and seeing our development since makes me incredibly proud. In the next 5 years, I want to see us double in size and struggle to fit in a venue at future Fix Auto National Conferences!





# CONTACT US

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



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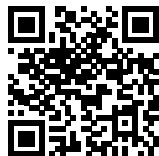
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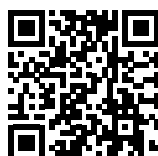
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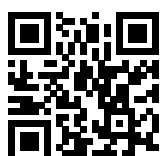
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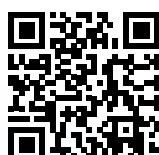
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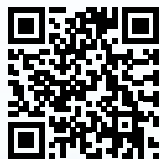
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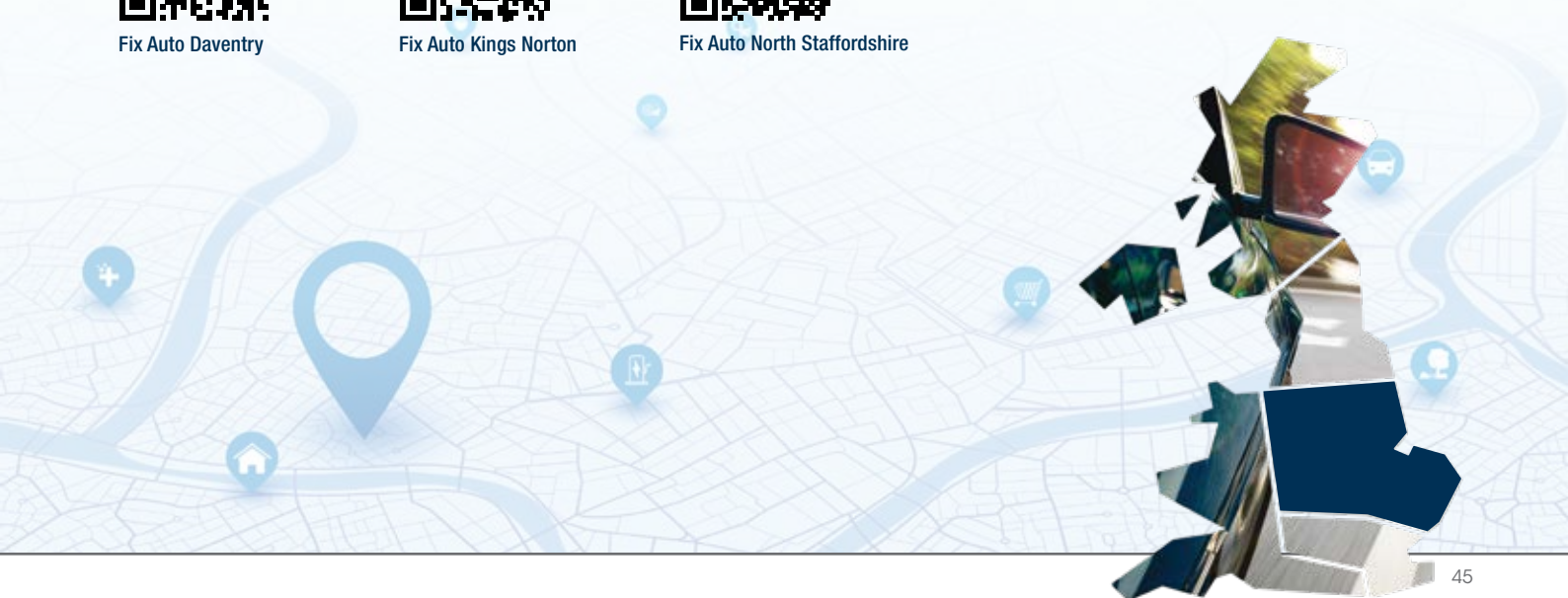
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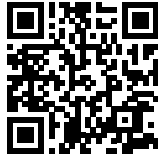


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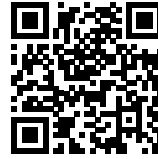
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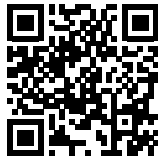
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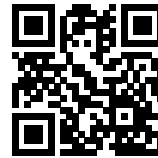
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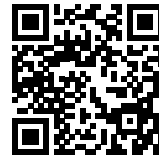
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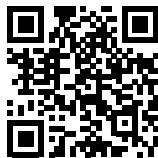
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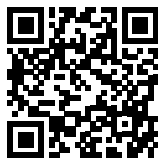
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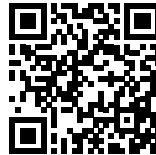
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