THE NEWSLETTER OF FIX AUTO UK

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INFOFIX



ANOTHER MAJOR INVESTMENT IN KEY EDINBURGH WEST CENTRE

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FIX AUTO WREXHAM'S LLINOS EVANS CROWNED INDUSTRY'S BODYSHOP MANAGER OF THE YEAR

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MAJOR MILESTONE ACCOMPLISHED – FIX AUTO UK CELEBRATES SECURING ITS 150TH CENTRE

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2026

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Llinos Evans, Fix Auto Wrexham

BODYSHOP MAGAZINE 30 UNDER 30: RISING STARS
Tayla Bennision (Fix Auto Redcar)
Elizabeth Berry (Fix Auto Caldicot)
Georgia Bunting (Fix Auto UK)
Madison Godfrey (Fix Auto Colchester)
Aria McTaggart (Fix Autp Ayr)

ABP BRITISH BODYSHOP AWARDS
Fix Auto Mitcham -
Activate Car Repairer of the Year
Fix Auto Petersfield -
BSI Kitemark, Bodyshop of the Year
Fix Auto Bristol Central -
Gallagher Bassett Bodyshop of the Year
Fix Auto Hoddesdon -
Kindertons Approved Repairer Partner of the Year

NBRA GREEN AWARDS
Staff Well-Being Award -
Fix Auto Mid Devon
Sustainability Award -
Fix Auto Basingstoke
Platinum Award - Fix Auto Basingstoke
Gold Award - Fix Auto Mid Devon
Gold Award - Fix Auto Oswestry
Gold Award - Fix Auto Wrexham
Gold Award - Fix Auto Penzance
Silver Award - Fix Auto Redhill
Silver Award - Fix Auto Skegness

FIX AUTO LEICESTER
Named among FT1000 Europe's Fastest–Growing Companies

SWANSEA BAY BUSINESS AWARDS - YOUNG BUSINESSPERSON OF THE YEAR
Paul Gravell and Matthew Davies,
Fix Auto Swansea West

2025

ABP BRITISH BODYSHOP AWARDS
Fix Auto Stoke-on-Trent – Kindertons Approved Repairer of the Year

INSIDE OUT AWARDS
Fix Auto UK – High Commendation for Diversity, Equity and Inclusion for Mental Health First Aider Support Programme

NBRA GREEN AWARDS
Gold Award – Fix Auto Manchester East
Gold Award – Fix Auto Leicester
Silver Award – Fix Auto Mid Devon
Silver Award – Fix Auto Newton Abbot
Silver Award – Fix Auto Redhill
Silver Award – Fix Auto Rochester

BODYSHOP MAGAZINE 30 UNDER 30: RISING STARS
Andy Greaney
(Fix Auto Weston-super-Mare),
Kia Jalfon (Fix Auto Redhill)

ABP NIGHT OF KNIGHTS
Darren White
(Fix Auto Weston-super-Mare) -
Apprentice Mentor of the Year
Robert Murphy
(Fix Auto Chessington) – Business Hero of the Year

2024

NBRA GREEN AWARDS
Gold Award – Fix Auto Penzance
Gold Award – Fix Auto Manchester East
Silver Award – Fix Auto Mid Devon
Silver Award – Fix Auto Redhill
Silver Award – Fix Auto Rochester

BODYSHOP MAGAZINE'S MEDIUM BODYSHOP OF THE YEAR
Fix Auto Swansea West

BODYSHOP MAGAZINE'S BODYSHOP MANAGER OF THE YEAR
Lesley Knisz (Highly Commended)
Fix Auto Liverpool South

BODYSHOP MAGAZINE 30 UNDER 30
Anna Belova (Fix Auto Weston-super-Mare), Sam Barnett and Adrian Matthews (Fix Auto Gloucester), Rickesh Chohan (Fix Auto UK)

FIX AUTO BURY ST EDMUNDS
Enterprise Best Custom Repair Partner South East Regional Winners

FIX AUTO LICHFIELD
Enterprise Best Fleet Repair Partner North West Regional Winners

ABP BRITISH BODYSHOP AWARDS
Fix Auto Slough - 2024 Kindertons Approved Repairer of the Year Award

ALENA WOOLACOTT FIX AUTO MID DEVON & NEWTON ABBOT
Automotive 30% Club Inspiring Women Award



THE FIRST WORD

As you'll see in these pages, hardly a day seems to have passed since September's Infofix without having to stand in front of a camera to celebrate another major milestone or remarkable chapter in our continued progress. I am not really one for the limelight, but being wheeled out to mark these occasions is a privilege. More importantly, it gives me the opportunity to get out and speak to those on the 'shop floor and reflect on just how far we've come and recognise the people who continue to make it happen.

That, for me, is what Infofix is all about. It offers a genuine insight into what makes Fix Auto UK what it is today: our people, our partnerships and an ambition that never seems to stand still.

I touched on this previously but I'm delighted we can now officially welcome our first degree apprentices, Tiah and Dominic, as they begin their studies and worklife. It's quite something to think we are the first and, currently, the only organisation in our sector to offer degree apprenticeships – an achievement made possible through our close relationship with Admiral.

For me, there's no happier place than a bodyshop. Stepping inside one takes me straight back to my formative years on the tools and later as an engineer, so I was genuinely excited to be back out on the road during our recent round of roadshows. My first stop was our all-new Fix Auto Edinburgh West, where we've made a significant investment in relocating the operation to a state-of-the-art facility. The result is something we can all be proud of and is a credit to everyone who played a part in bringing it to life. Spending two days in Northern Ireland and seeing, first hand, how the seven sites there have embraced us and are thriving was really heartening. There is a real community over there. A group of bodyshops working together.

We've made a number of important appointments that each bring something special to the Group. Welcoming Richard, Jenny, Carl and the Fix Auto Birmingham Central team is a particular coup. Richard has built a phenomenal reputation in a relatively short space of time, and his resilience in overcoming some incredibly difficult beginnings is a testament to his character. Fix Auto St Helens is another site to watch. Owner Adrian Duffy has some bold ambitions to invest and expand over the next three or four years and I'm looking forward to seeing how that journey unfolds. I was disappointed not to have been able to make the short trip to meet Alex and the team at Fix Auto Musselburgh while in Scotland but now having eight sites north of the border further strengthens our proposition in Scotland.

And finally, a warm welcome to Hatoor and Carl at Fix Auto Stockport. Here we have another owner with genuine entrepreneurial spirit, determined to be the best in a highly competitive sector and drawing on his own experience of transforming businesses to realise their full potential. It's precisely this sort of ambition that makes Fix Auto UK so exciting.

I do have to single out Sam and Stephen Smith and their plans for Fix Auto Blackburn. With four existing sites, they are among our most prolific repairers, but their continued contributions to Fix Auto UK stretches back to almost the very beginning. To see them now preparing to open what will become our 150th repair centre is something special. When I took over as Managing Director in 2011, I went on record stating my ambition was to lead 150 repair centres. To see that goal become a reality is a milestone I'll take enormous personal pride in.

Eight Franchise Partners had cause to celebrate during the recent NBRA Awards and yet, as proud as I was of those successes, the achievements at last month's Bodyshop Magazine Awards deserve to take centre stage.

Five of our young people were named among the 30 Under 30: Rising Stars. Given the 30 recipients were selected from a record number of submissions, to have five individuals recognised is a phenomenal achievement. It says so much about the depth of talent we have. However, I couldn't finish this column without giving special recognition to Llinos who was crowned Bodyshop Manager of the Year.

What a journey she has been on.

I can still remember being greeted by a bubbly, smiling and fresh-faced Llinos when I visited the then newly opened Fix Auto Wrexham during the summer of 2015. To see her take home arguably our industry's most coveted individual accolade is truly remarkable. Llinos's journey from receptionist to award-winning bodyshop manager is a wonderful example of what can be achieved through hard work, commitment and a willingness to embrace every opportunity. But while the award rightly recognises her individual achievement, it also reflects the support, encouragement and teamwork that have helped her along the way.

Enjoy! >

Ian



A NEW ERA BEGINS AS FIX AUTO UK'S **FIRST DEGREE APPRENTICES COMMENCE THEIR CAREER JOURNEY**

Fix Auto UK has ushered in a new era for recruitment and skills development for the country's vehicle repair sector.

The Group welcomed Tiah Glasgow and Dominic Khan to the organisation to start their new roles, becoming the industry's first two recruits to embark on landmark degree apprenticeships.

The insurer Admiral has been integral to the initiative, working closely with Fix Auto UK to shape it from the outset. The result combines paid employment for both with a degree from Manchester Metropolitan University and hands-on experience in the industry.

Tiah, who will report into Brand and Communications Manager Helen Smith, is undertaking a Digital Marketing degree apprenticeship and Dominic, whose degree apprenticeship is Chartered Management (Data), will work alongside Commercial Analyst Rickesh Chohan.

Ian Pugh, Managing Director for the Advantage Group of Companies that Fix Auto UK lies within, personally welcomed the two new starters on their first day. Ian said: "This is another genuine industry first for Fix Auto UK and for our industry. Tiah and Dominic represent the future. Their appointments, we believe, are hugely significant, game-changing even, for the entire UK vehicle repair sector.

"It is ground-breaking, because we are not simply recruiting for today, we are creating a completely new route into our industry for the talent of tomorrow. This is the dawn of a new era in recruitment for us, combining a degree education with real-world experience and giving ambitious young people a career pathway that simply didn't exist in vehicle repair before." >

First day, new chapter! Ian Pugh, Managing Director for the Advantage Group of Companies that Fix Auto UK lies within, ushers in a new era in recruitment with the vehicle repair sector's first degree apprentices Tiah Glasgow (right) and Dominic Khan (second left) with their respective mentors Helen Smith (second right) and Rickesh Chohan (left).



FIX AUTO UK SECURES 25,000 TRUSTPILOT REVIEWS – AND COUNTING

Fix Auto UK has once again raised the bar for its constant ability to deliver industry leading customer service by becoming the first and only vehicle repairer in the UK to surpass 25,000 customer reviews on Trustpilot, while maintaining its 'Excellent' 4.7-star rating.

The milestone comes six years after the Group first embraced the independent review platform, highlighting its continued commitment to customer feedback and consistent service standards across its nationwide network of Franchise Partners.

Ian Pugh, Managing Director of the Advantage Group of Companies which Fix Auto UK lies within, said: "To sail by the 25,000 reviews barrier and maintain our 'Excellent' 4.7-star rating is an incredible achievement, one every Franchise Partner should be proud of. The fact our rating has remained strong as the number of reviews has grown is a tremendous endorsement of the standards being delivered throughout the Group."

That milestone was achieved just as the September Infofix was being printed, today the figure now stands at 26,150 reviews.

Ian added: "Behind every review is a customer, a repair and a personal experience. Collectively, they tell a compelling story about the quality of service consistently being delivered across Fix Auto UK. I want to thank every Franchise Partner and their teams who have contributed to this achievement."

Emily Reddi, Senior Customer Success Manager at Trustpilot, said: "Reaching 25,000 reviews is a significant achievement. By embracing Trustpilot so openly, Fix Auto UK demonstrates the value it places on transparency, trust and, above all, its customers. Inviting customers to share their experiences on an independent platform allows businesses to demonstrate their commitment to delivering great service." **>**

25,000 reasons to celebrate… Ian Pugh, Managing Director for the Advantage Group of Companies which Fix Auto UK lies within, celebrates a landmark customer service achievement as the Group becomes the first and only UK vehicle repairer to surpass 25,000 Trustpilot reviews, while retaining its 'Excellent' 4.7-star rating.



THREE INITIATIVES BRING THE PROGRAMME TO LIFE:

1. **See It To Be It:** Ready-made outreach tools for schools and colleges, including careers materials, presentation content and a short film to increase awareness of careers in collision repair.

2. **Open Doors:** Female Edition: Hands-on autumn-term visits to local repair centres for students, parents, teachers and careers advisers, featuring live demos, training and career-pathway talks and informal Q&As.

3. **A social storytelling series:** Authentic content from women across the business, told through formats including Myth vs Reality, How I Got Here and A Day in My Role.





FIX AUTO UK LAYS OUT ITS NATIONAL DRIVE **TO GET MORE WOMEN INTO AUTOMOTIVE CAREERS**

Fix Auto UK has revealed the full programme behind EmpowHER, its critically acclaimed national strategy aimed at encouraging more women into automotive repair and help those already in the industry progress their careers.

The numbers explain why. According to the Institute of the Motor Industry (IMI), women make up less than 19 per cent of the UK's automotive workforce and 11 per cent of those working in vehicle maintenance and repair. In senior roles, that figure drops to around 10 per cent and has fallen over the past three years. Among apprentices, alarmingly just four per cent are female. Meanwhile, and worryingly, nearly half the sector's workforce is over 45, leaving a widening skills gap that girls choosing Science, Technology, Engineering and Mathematics – or STEM – subjects today are perfectly placed to fill.

The EmpowHer programme tasks every Franchise Partner within the Group to open their doors and host at least one female-focused event and two school or college visits a year. The initiative is being supported by a ready-made kit of materials, scripts and detailed support so repairers can get involved with minimal extra effort.

The strategy rests on three pillars: attraction and retention (getting more women through the door, and keeping them), advancement (clear routes up for women already in the business), and perception (challenging outdated ideas of what a career in vehicle repair looks like).

Ian Pugh, Managing Director of the Advantage Group of Companies, which Fix Auto UK is part of, said: "The automotive repair industry has a perception problem and we believe Fix Auto UK is perfectly placed to start changing it. Modern collision repair is a highly skilled, technology-driven, profession in which men and women can thrive, yet women make up less than 19 per cent of our workforce. EmpowHER is about doing right by our people and building a stronger, more resilient, business for the future and I'm proud our Franchise Partners are getting behind it from day one."

Erika Woolacott, Chair of Fix Auto UK's leadership team and a second-generation Franchise Partner who runs her three sites with her sister, added: "I grew up around this industry and, alongside my sister, Alena, I've built my career in it. EmpowHER matters to me because it's personal, not just a campaign. I want every young woman who walks through our doors to see a future for herself, the same way I have."

Fix Auto UK is already ahead of the industry averages. Across the business as a whole, the team is 47 per cent female, more than double the figure for the wider sector. That balance holds up the ladder too: women make up more than 47 per cent of managers with 43 per cent directly reporting to the Managing Director, against an industry figure of little more than 10 per cent in senior roles. >

ROADSHOWS CONTINUE **TO STRENGTHEN TIES**

Labour rates, parts supply, apprentice recruitment and the difference Guinness tastes depending on where you drink the famous tipple were among the key topics discussed as Fix Auto UK's senior management team took to the road for a series of informal face-to-face meetings with Franchise Partners.

In a move designed to connect further with the 'group of bodyshops working together' principles on which the Fix Auto concept was founded, Ian Pugh, Managing Director of the Advantage Group of Companies, of which Fix Auto UK lies within, and Operations Director Mark Hutchins, met with Franchise Partners for a series of informal, open and honest discussions where "nothing was off the table!"

One particularly encouraging meeting took place in Belfast, where Franchise Partners from across Northern Ireland gathered. Having grown from zero sites just five years ago to a community of seven, the evening provided a clear example of the strength of the Group working towards a common goal.

Mark said: "Our roadshows are all about getting together in an informal setting where we can share best practice, have meaningful conversations and continue to strengthen the relationships that make our Group what it is.

"Sometimes, the simplest get-togethers make the biggest difference. They take us back to those early days, when we would gather around a pub table to thrash out ideas, discuss our challenges and share our hopes for our businesses. There's real value in keeping that spirit alive as we continue to grow." >



FIX AUTO UK OPENS NEW CHAPTER FOR EDINBURGH WEST WITH MAJOR INVESTMENT

And so Fix Auto UK's continued programme of investment continues - two years after acquiring Fix Auto Edinburgh West, the Group has relocated the entire operation, a move designed to future-proof the business, further solidify its proposition in Scotland and create capacity for continued growth.







New chapter for Fix Auto Edinburgh West… Bob Kirstiuk (front left) and Ian Pugh (front centre), Advantage Group of Companies' CEO and Managing Director respectively, with Earle Avann and Neil Reader, who head up Fix Auto UK's portfolio of wholly owned sites, celebrate the opening of the all new repair centre surrounded by colleagues.

The move represents a major milestone since the business was acquired in September 2024 and became an integral element of the Group's portfolio of wholly owned repair centres.

The new site situated in a pristine building close to the M90, a proverbial stone's throw from Queensferry and the city's famed bridges, and more than doubles the footprint of the former facility, providing a larger, more efficient and productive repair environment and significantly increasing the centre's repair capacity.

The 24,000 sq ft workshop and offices sit centrally on a two-acre site with a secure parking compound. The operation will continue to be managed by Michael Kinnell. At the heart of the bodyshop are three super-efficient spray booths including one for high-top LCVs and motorhomes and 28 work bays with potential to develop more. In readiness for the move, an additional five members of staff have been recruited.

The move brings the operation under one roof after the previous site operated out of multiple buildings. As a result, the all-new Fix Auto Edinburgh West facility vastly improves the flow of vehicles through the repair process, enhances collaboration between its teams and makes better use of its available space and resources.

Ian Pugh, Group Managing Director for the Advantage Group of Companies which Fix Auto UK lies within, said: "Edinburgh is a major hub for us and this is truly another exciting step forward for Fix Auto Edinburgh West and our own group of bodyshops. This investment further demonstrates our commitment to the future not only of our operation but of our Scotland proposition.

"We recognised the potential of the business when we acquired it two years ago. This strategic move allows us to fully realise that potential by bringing the entire operation together, creating a much more efficient working environment and giving us the capacity to handle far more repairs.

"It is about much more than moving things around – it is about creating a repair centre that is better equipped for our customers, our people and the continued growth of the business."

Paying tribute to the achievement and speaking directly to the team, Bob Kirstiuk, CEO of the Advantage Group of Companies, said: "This new site is truly a credit to each and every one of you and to Fix Auto UK. What we are seeing here today is about so much more than a new building – it is the result of the hard work, commitment and belief of you guys that has continued to push forward and strive for something better.

"I know that a move of this scale takes an enormous amount of effort, and it is often the people behind the scenes who make it happen. Every person who has played a part in bringing this vision to life should feel incredibly proud of what has been achieved.

"When we acquired the business two years ago, we saw the potential that existed here, but seeing what the team has created today makes that belief feel even more worthwhile. This is a significant investment in the future of Fix Auto Edinburgh West, but more importantly, it is an investment in the people who make this business what it is.

"I am incredibly proud of the team and what they have achieved together. This is a fantastic new chapter for Fix Auto Edinburgh West, and I have every confidence that this facility will give the team the platform, space and opportunity to achieve even more in the years ahead." >



PLANNING FOR THE NEXT CHAPTER

Fix Auto UK has been built on a simple principle: a 'group of bodyshops working together', sharing knowledge and bestpractice for everyone's benefit. Yet there is one area where business owners can find themselves navigating alone – succession. Here, Infofix speaks to one of our own, Franchise Partner Mervyn Ham who has an impressive track record in leading MBOs and leading succession plans for retiring business owners.

What happens to the business they have spent years building when the time comes to step away?

Few are better placed to offer guidance than Mervyn Ham, serial entrepreneur and Executive Chairman of Fix Auto Cardiff North, whose career spans acquisitions, management buyouts, business development and successful exits. Speaking to Infofix, he explains why succession planning must begin long before an owner is ready to sell.

Mervyn's career began with the National Coal Board before he joined a major multinational's internal audit team. Although trained as an accountant, he quickly discovered his interest lay less in number crunching than in understanding how financial information could improve business performance.

Backed by venture capital, he acquired a small engineering company from its aging founder, developing a formula he would repeatedly apply: identify the right people, give them 'skin in the game' and empower them to succeed, supported by robust systems, clear communication and accurate financial information.

He transformed the fortunes of that engineering business serving Wales' heavy industry before leading five further acquisitions, revitalising companies while securing better financial outcomes for retiring founders and protecting the legacies they had built.

"I have never been able to influence any of the businesses I have bought technically, simply because I'm an accountant and not a technical person," he explained. "All I have been able to do is influence companies through identifying and selecting the right people and empowering and supporting them."

Crucially, that process begins well before a transaction.

"For me, the succession journey starts way before buying – or selling – a business. One of my key tasks during due diligence is always to identify who the leaders could be."

Mervyn sees strong parallels between engineering and accident repair, something demonstrated by the transformation of 1st Choice Accident Repair into Fix Auto Cardiff North last February.

The business had been owned by directors with decades of industry experience who were approaching retirement without a clear succession plan. Mervyn recognised, however, that its existing team contained people with considerable untapped potential.

"I may have led the management buyout, but I did it with the complete buy-in from those key people," he said.

Matt Willecome is a prime example. Formerly the bodyshop manager, he is now Commercial Director, with a personal stake in the business's future.

Owners, Mervyn believes, must continually look beyond job titles to identify future leaders. The technician who might appear best suited to the workshop could excel as a VDA or bodyshop manager, while someone with a reputation for challenging convention might possess the commercial instincts to lead the business.

That potential must be nurtured by giving people greater responsibility, even if mistakes occasionally cost money. Outside advice can also help owners recognise talent they might otherwise overlook.

Respect for the seller is equally important. Mervyn added: "You have to respect a business owner is selling something they've nurtured for years and they are exchanging years of emotion and effort for a sum of money."

Mervyn recommends allowing at least two years to prepare a business for



sale, with the transaction itself potentially taking another nine months. Realistically, the entire process could take three years.

A sustainable management team is fundamental to achieving a credible valuation; a business dependent on one individual will struggle to attract the right buyer.

Simply appointing an external general manager is not, he warns, a shortcut to succession.

A newcomer may struggle to win the workforce's confidence or replicate the founder's instinctive understanding of the business. Nor does the appointment necessarily create a viable exit strategy.

Mervyn continued: "What changes with a GM? Where is the succession? If it's there now, why not look to sell? If it isn't, how does the appointment of a costly GM change this unless that person has owned a business before?"

Explaining a purchase to an accountant may be sufficient during day-to-day operations, but a sale demands evidence. His advice is to document the rationale behind important decisions and maintain records that withstand scrutiny.

Ultimately, Mervyn believes mindset is often the biggest barrier to successful succession. For owners whose identity and self-worth are inseparable from their business, stepping away can be harder than building it.

"I find many owners don't really display a true desire to separate themselves fully from their business," he said, "they are the business, and all their status and self-worth is at stake if that were to change. They hang on, and on and on."

He recalls advising a family-owned engineering company struggling with competing expectations and no clear succession plan. Despite receiving a detailed proposal, the family decided to wait another five years before acting.

Mervyn shook hands with the owner and gently reminded him, that he had just celebrated his 82nd birthday. The lesson, he believes, is one every business owner should take to heart.

"Please do not be like him. Start laying out a succession plan and stick to it." >



MERVYN IDENTIFIES FOUR COMMON OBSTACLES THAT CAN UNDERMINE A SALE...

1. **Unrealistic price expectations.** Owners should seek independent professional advice rather than assume their business is worth what they hope to achieve. As Mervyn explains, he would never tell a painter how to repair a car; owners should show the same willingness to trust specialists when establishing value.

2. **Poor-quality advisers.** A long–standing accountant or solicitor may be excellent at their existing role but lack the corporate finance or legal expertise required for a complex transaction, particularly one involving a private equity-backed group. Choosing experienced deal advisers is essential.

3. **Weak systems and controls.** Inconsistent purchasing procedures, inadequate expense approvals and poor oversight of casual labour can raise immediate concerns for prospective buyers. Tightening operational disciplines well before a sale helps demonstrate that the business is professionally managed.

4. **Insufficient evidence.** Buyers will expect owners to justify decisions and account for expenditure with clear documentation. Mervyn's guiding principle is simple: "Tell me, show me, prove it."



Sheer inspiration! Llinos Evans celebrated being named as the 2026 Bodyshop Manager of the Year during Bodyshop Magazine's annual awards. She is pictured here celebrating with (from left) Lee Hitch, Managing Director of Fix Auto Wrexham, Shane Price, Operations Manager at Fix Auto Wrexham, Rob Pugh, Commercial Director of Fix Auto UK and Richard Edwards, Operations Director at Fix Auto Wrexham.

LLINOS LEADS A NIGHT OF TRIUMPH AT 2026 BODYSHOP MAGAZINE AWARDS

There was one special reason for Fix Auto UK to celebrate at this year's Bodyshop Magazine Awards, as Fix Auto Wrexham's Llinos Evans was crowned Bodyshop Manager of the Year in recognition of a career journey that is nothing short of inspirational.

Having joined the Welsh operation as a receptionist just prior to it opening in 2015, Llinos has worked her way through the ranks to claim one of the vehicle repair industry's most coveted accolades. Her success is a powerful testament to the value of hard work, determination and the opportunities that can flourish when talent is nurtured and ambition is encouraged.

Her success also adds another significant chapter to Fix Auto UK's history at the awards. In 2016, the Group broke new ground when Jade Rogers, the then manager of Fix Auto Weston-super-Mare, became the vehicle repair industry's first-ever female winner of the Bodyshop Manager of the Year title, Llinos is only the third female winner in nearly 30 years since the event's inception.

For Llinos, the moment she stepped forward to collect her award from editor Simon Wait was the culmination of more than a decade of dedication. In front of more than 450 industry guests at the glittering ceremony held at The Belfry near Birmingham, she admitted the achievement was simply "incredible".

"I'm absolutely over the moon to have received this award. When I first joined as a receptionist I could never have imagined where the journey would take me, so to be recognised in this way is incredibly special," she said.

"I've been fortunate to work with some fantastic people who have supported, encouraged and believed in me throughout my career and I'm hugely grateful to Lee (Managing Director Lee Hitch) and Richard (Operations Director Richard Edwards) for the opportunities and support they've given me. No one achieves something like this on their own, and this award means a great deal to me and to the whole team at Wrexham."

Lee was understandably bursting with pride, describing Llinos's success as both remarkable and thoroughly deserved. "Llinos's achievement is so well deserved. We are exceptionally proud of her and the whole team who continue to support the business. These awards are an incredible moment for us and I couldn't be prouder."

While Llinos's achievement was undoubtedly a highlight of the evening, she was far from the only Fix Auto UK representative with reason to celebrate.

The Group continued its impressive presence in the prestigious 30 Under 30: Rising Stars awards, with five colleagues recognised for their talent and contribution to the industry.

Leading the way was Tayla Bennison, Paint Technician at Fix Auto Redcar, who became the first of the Fix Auto UK contingent to collect her award. Presented by Murat Ustuner of 3M, which has sponsored the accolade for the past decade, her success set the tone for a memorable evening. She was joined among the recipients by Elizabeth Berry, Accounts Administrator at Fix Auto Caldicot; Georgia Bunting, Client Relations Executive at Fix Auto UK; Madison Godfrey, Paint Technician at Fix Auto Colchester; and Aria McTaggart, Apprentice VDA at Fix Auto Ayr.

Five awards across different roles and locations provided another fine illustration of the talent developing throughout the Group, from the workshop floor to the wider business.

For Commercial Director Rob Pugh, himself a former 30 Under 30: Rising Stars recipient, the achievements made the evening particularly meaningful. "It was fantastic to see our Group so strongly represented at these awards with five finalists and I couldn't be prouder of all those who were recognised," he said.

"Llinos's success is particularly special. She has worked her way to becoming the UK's Bodyshop Manager of the Year. Her journey is a wonderful example of what can be achieved through hard work, dedication and the right support.

"Congratulations to our five 30 Under 30: Rising Stars. I know personally how wonderful it feels to receive the award, so to have so many colleagues recognised, alongside our finalists across the main award categories, is a tremendous achievement and a testament to the brilliant people and teams we have across our organisation. It was a proud night for Fix Auto UK, and one we can all celebrate."

The celebrations extended well beyond the winners, with Fix Auto UK represented as a finalist in all but one of the main award categories — an achievement that underlined the depth of expertise, ambition and emerging talent across the organisation.

Kai Price-Jones of Fix Auto Oswestry was shortlisted for Apprentice MET Technician of the Year, while Hannah Keats of Fix Auto Mid Devon was a finalist for Apprentice Panel Technician of the Year. Freddie Martyn, of Fix Auto Basingstoke, earned a place on the shortlist for Apprentice Vehicle Damage Assessor (VDA) Technician of the Year, while Fix Auto Wrexham added to its own memorable evening by being named a finalist in the Medium Bodyshop of the Year category.

Collectively, the results made for an outstanding showing at one of the industry's most celebrated events, with colleagues from across the Group recognised for their achievements, potential and commitment to excellence.

Yet, at the heart of it all, was Llinos — a receptionist who joined Fix Auto Wrexham in 2015 and who has now reached the very top of her profession. >



Tayla Bennison
Paint Technician,
Fix Auto Redcar



Elizabeth Berry
Accounts Administrator,
Fix Auto Caldicot



Georgia Bunting
Client Relations Executive,
Fix Auto UK



Madison Godfrey
Paint Technician,
Fix Auto Colchester



Aria McTaggart
Apprentice VDA,
Fix Auto Ayr



RISING STARS IN THE MAKING:
FIX AUTO WORSLEY'S NEXT GENERATION OF TALENT

With Fix Auto UK celebrating success in Bodyshop Magazine's 30Under30: Rising Stars awards, the Group could have already unearthed two more names to watch for the future!

We've turned our apprentice spotlight on Henry Higham and Mikail Adam, two 19-year-olds who are 14 months into their respective career journeys at Fix Auto Worsley, and they are already making their mark.

Recruited through the Apprenticeship Central team, both arrived with a passion for cars but little certainty about where their futures would take them. Fast-forward to today and the picture could hardly be more different. Both have found their feet, discovered a genuine enthusiasm for their chosen professions and, most importantly, developed a clear ambition to build lasting careers in vehicle repairs.

For Henry, a career in the automotive sector had always held an appeal. But after spending a year at college studying a foundation mechanical course, he realised a future under a bonnet wasn't quite what he had envisaged. The desire to work with cars remained, but he needed to find a different route into the industry.

That opportunity came when he spotted an advert for an apprentice panel technician at the Manchester site. The role offered the chance to turn his long-standing interest into a career, albeit in an area of the industry he knew relatively little about.

He impressed at interview and joined the team in September 2025. Today, Henry is thriving. As well as developing his technical skills, he has been encouraged to take on responsibilities, something he particularly values in a close-knit team where everyone has an important part to play.

"I really couldn't be happier," Henry said when reflecting on his first year. "I was uncertain about what I wanted to do. After a year at college I felt working in a garage wasn't for me, even though working with cars was something I'd wanted to do for some time. To be honest, I didn't know a lot about the bodyshop side of the business, but I'm 100 per cent happy with how things are going."

He added: "It's a small team here, so no one can hide and everyone has a role to play. The trust I'm being given to do my job and take on repairs is great. I have my mentors (Mick Buin and Ryan Golding along with company directors Dawood Adam and Idrish Bhaloda) guiding me through everything, and that support

FIX AUTO UK REACHES LANDMARK 150TH REPAIR CENTRE WITH FOUNDING FRANCHISE PARTNERS

Fix Auto UK has signed its 150th repair centre, marking a significant milestone in the Group's continued growth. Fittingly, the landmark signing has been secured by Stephen and Sam Smith, two of the organisation's original Franchise Partners whose 21-year association reflects the opportunities available.

The father-and-son duo joined Fix Auto UK in September 2005 and are now set to become the only Franchise Partners to operate five repair centres when their latest venture, Fix Auto Blackburn, opens in January. Based in Darwen, on the outskirts of Blackburn, the new facility will complement their existing centres; Fix Auto Bradford, Fix Auto Keighley, Fix Auto Leeds North and Fix Auto Leeds South, further strengthening their regional presence.



The new repair centre occupies a former cotton mill dating back to the late 19th Century. Once a popular roller-skating venue before later being used by a wood-turning company, the building is now undergoing an extensive transformation into a state-of-the-art vehicle repair facility. Work is already well underway, with the 12,500 sq ft site expected to be completed in January and equipped with ample secure parking.

Ian Pugh, Managing Director of the Advantage Group of Companies which Fix Auto UK lies within, said: "Reaching our 150th repair centre is a hugely proud moment for us, and it is particularly fitting this milestone has been achieved by Stephen and Sam. Their commitment, entrepreneurial spirit and continued investment are fantastic examples of what can be achieved by being part of our 'family'. To see their business grow to five repair centres alongside our own development is testament to the strength of our franchise partnerships and the opportunities our model provides."

Sam said: "Having been part of Fix Auto UK since virtually day one, reaching this milestone with our fifth repair centre is a hugely exciting moment for our family business. We've grown alongside the Group over the past 21 years, and the support, relationships and opportunities we've had along the way have played a pivotal role in that journey. Fix Auto Blackburn represents another significant investment in our future, and we're looking forward to transforming the site into a modern repair centre that will serve the local area for years to come."

The milestone highlights the role of established Franchise Partners in Fix Auto UK's development, demonstrating how long-standing relationships and continued investment can support growth for both individual businesses and the wider Group. >

makes a real difference."

Mikail's journey has followed a similar path, although his destination within the industry is rather different.

University was never the route he wanted to take, and while his liking for cars was clear, deciding how to turn that interest into a career proved less straightforward. Then he came across an advert on the GOV.UK website for an apprentice Vehicle Damage Assessor (VDA) – a role he had little previous knowledge of but which immediately caught his attention.

"I didn't know what a VDA was but when I read the advert, I knew it was something for me!" Mikail explained, "I really didn't want to go to university and didn't know what I wanted to do as a career. A year on, though, I'm really happy and can genuinely see a career in front of me.

"I've spent time working in the various departments to get to know and understand the repair process and that has been a great experience. I now have a real respect for just how important a role a VDA plays in the whole repair procedure."

For Fix Auto Worsley owner Feroz Bhaloda having two young people embrace their opportunities with such enthusiasm has been a source of considerable pride.

"I feel fortunate to have two highly capable apprentices in the team," he said, "both have slotted into the team with ease and demonstrated a level of confidence and maturity well beyond their years.



Worsley's ones to watch... Talented teenagers Henry Higham (left) and Mikail Adam who have immediately shown their skills since joining the team at Fix Auto Worsley.

"They are a credit to their families. They have joined us with exactly the right attitude, a thirst to learn, a willingness to listen and the determination to turn up every day and succeed. What they have both achieved in just over 12 months is a real credit to them, and it's fantastic to see how far they have come." >

FIX AUTO UK HAS BIRMINGHAM FIRMLY SECURED WITH KEY STRATEGIC APPOINTMENT

Fix Auto UK further cemented the brand in the UK's second city as renowned Birmingham repairer Peggs Accident Repair Centre officially joined the Group.



A handshake to mark the start of a new chapter…Richard Pegg (left), owner of Peggs Accident Repair Centre, formally seals the business's appointment to Fix Auto UK with the organisation's Head of Business Development Martin Willis.



Double celebrations: After officially joining the Group, Richard, Jenny, their daughter Imogen and Carl capped a memorable day when they stepped on stage at the NBRA Awards to collect their latest Greener Award on behalf of their team.

This is a repairer that has been courted on numerous occasions over the last six years or so but the time, they unanimously say, is now right to hoist the Fix Auto UK flag over the company's newest buildings.

Led by owners Richard and Jenny Pegg and managed by Carl Williams, the business will now operate as Fix Auto Birmingham Central, securing the brand to another strategically important location in the heart of Birmingham.

The move marks a significant milestone for the multi award-winning repairer which has built a formidable reputation locally over the past 15 years. Joining Fix Auto UK will enable the business to further diversify its work streams, increase its brand visibility and benefit from the wider knowledge and commercial support available.

A spray painter by trade, Richard founded the business in 2011 with just £2,000 from his redundancy following his departure from Peugeot's technical centre at the company's UK head office in Coventry. What began as a one-man operation has grown into one of the city's leading repairers spanning three sites encompassing 27,000 sq ft of workshop space, employing 45 people and repairing around 220 vehicles every month with plenty of scope for more.

That growth has been achieved despite a devastating fire early in the company's history which destroyed its original premises. Determined to succeed, Richard and Jenny rebuilt the business and it has continued to go from strength-to-strength.

"Joining Fix Auto UK is about strategic diversification and future-proofing our business," said Richard, "apart from that early set back with the fire, we have always been successful, but the support, peer-to-peer knowledge and direct access to a wider community of repairers that Fix Auto UK provides will, I am sure, provide us with the platform to continue growing organically."

He added: "For us, joining Fix Auto UK is about becoming part of a bigger brand that shares our philosophy around quality, customer service and resilience, while giving us access to new opportunities for the future. I'm extremely proud of what we have built here in a relatively short space of time and we have greater ambitions to continue, being part of the Group will, in my mind, further help us ensure those ambitions become a reality."

Fix Auto Birmingham Central will operate from a dedicated 7,500 sq ft workshop, adjoined to Richard's larger premises, which also houses the business's centralised administration and parts departments.

Mark Hutchins, Operations Director of Fix Auto UK, said: "Richard, Jenny, Carl and the entire team bring an impressive combination of experience, ambition and resilience to the Group.

"Peggs has established a strong reputation in Birmingham through 15 years of hard work, determination and the constant ability to deliver repairs of the highest quality. We see significant potential for the business to build on that success as Fix Auto Birmingham Central.

"Birmingham is a strategically important market for us and adding a high-calibre operation of this scale again further cements our presence there. It is also an excellent example of our strategy of partnering with ambitious, well-established repairers who want to build on their success while becoming part of a stronger, collaborative Group of repairers." >

A GRAND DESIGN FOR FIX AUTO PENZANCE

Fix Auto Penzance has completed an ambitious, almost year-long transformation of its offices, reception and staff facilities – creating a modern, welcoming environment that matches the quality and sophistication of its repair operation.



For a business that has consistently invested in its equipment, technology and workshop facilities over the years, Fix Auto Penzance's latest project has been about turning the spotlight on something a little closer to home.

Owner Stuart Cameron and his son, Director Joel, have overseen a major makeover of the site's offices, encompassing its reception, boardroom and staff amenities with work that began around 11 months ago now complete.

And the result is a transformation that wouldn't look out of place on Grand Designs.

The project had three clear objectives: to create front-of-house facilities that provide customers with a warm and professional welcome; to deliver customer facilities befitting one of the Group's leading multi-award-winning repair centres and, perhaps most importantly, to create a better working environment for the entire team.

"On reflection, our site was looking tired," admits Joel, "like so many businesses, we all come to work focused on the job in hand and can become blinded by our surroundings.

"We constantly invest in equipment and training to ensure our repairs are of the highest quality and completed as quickly as possible. I hate to admit it, but we had previously taken our eye off the ball when it came to our own surroundings."

The catalyst for change came during a visit to another repair centre. "We visited a site and were taken aback by its facilities," Joel explained. "On the drive home, Stuart and I decided there and then that we were determined to transform our own site, and I think, we've achieved what we set out to achieve."

The reconfiguration of the ground floor, with several walls demolished to create a bright, airy open-plan office positioned neatly behind the reception area.

One of the standout features is a dramatic, cathedral-like, window created to flood the area with natural light. Impressively, it completely changes the feel of the working environment.





Two new dedicated kitchens have also been created – one for the administration team and another for the production team – alongside a new canteen, giving everyone improved facilities in which to take a break and socialise.

Upstairs, the existing gallery-style viewing area overlooking the main workshop has been retained but its surroundings have undergone an equally dramatic transformation.

Taking inspiration from the Fix Auto UK Leicester head office, the old stud walls have been replaced with soundproofed glass partitions etched with Fix Auto UK branding.

The new layout has created dedicated offices for Stuart and Joel, as well as a brand-new boardroom. The latter also doubles as a private workspace for customers who need somewhere quiet to work while their vehicles are being repaired.

While the project represents a significant investment, Joel believes the return is already being seen in the atmosphere across the business.

"The site we visited had spent a quarter of a million pounds on its facilities," he says. "We've got change out of £100,000, and every penny has been well spent.

"Everyone in the business is delighted. The project has really had a positive effect on everyone."

For Stuart and Joel, the transformation is also another example of their commitment to continually improving the site.

The business has already established a reputation for investing in the latest equipment, technology and training – especially to underpin its industry-leading stance on being as environmentally–friendly and efficient as possible to ensure it can deliver the highest standards of vehicle repair.

Now, the surroundings in which that work takes place finally match those standards.

And, judging by the reaction from the team, this particular investment may prove to be every bit as important as what sits inside the workshop. >



FIX AUTO ST HELENS JOINS THE GROUP **WITH AMBITIOUS PLANS FOR GROWTH**

For owner Adrian Duffy, joining Fix Auto UK is more than a change of name, it is the catalyst for a long-held ambition to relocate his business, unlock its full potential and potentially develop two further sites within the next three years.

Fix Auto UK has strengthened its presence in the North West with the appointment of Fix Auto St Helens, marking an important new chapter for Adrian and his family-run repair business.

Having operated Merton Bank Auto Body Repairs since 2009, Adrian believes the time is right to take the next step. While repairing vehicles has always been his core strength, he recognises that the right support, guidance and infrastructure will be instrumental in realising his ambitions to relocate into larger premises and, ultimately, expand into other areas.

By his own admission, the easy-going spray painter has been "working for this moment" – building the business to a point where he feels ready to embrace the opportunities that come with being part of a larger group.

And he has wasted very little time putting those ambitions into action.

Just weeks after joining Fix Auto UK, Adrian is already exploring larger, more efficient premises in the local area, with the aim of relocating as soon as possible. His confidence in the decision was evident from the outset, with the entire site rebranded within just two weeks of signing his agreement.

With the support received from head office already making a





positive impression, he's also looking further ahead, setting his sights on developing two additional sites over the next three years.

Fix Auto St Helens remains a family affair. Adrian's wife, Anne-Marie, oversees reception and customer service, while their son, Jake, is the business's qualified VDA.

The current bodyshop occupies 5,000 sq ft and accommodates 10 workbays and hosts six productives and five non-productives and is currently processing up to 25 vehicles a week. The move will, he firmly believes, enable the business to further increase its productivity.

"Repairing cars is what we do and we do it really well," Adrian explained, "but we need support and guidance to really realise our full potential, which is why I have joined Fix Auto UK.

"We have outgrown our current site, that is evident, and I am now looking to relocate. That will be a significant investment, I know, but it is one that I have no hesitation in making.

"Once that has been completed, and all being well, I am really looking forward to being operational at a new site by the end of the first quarter next year. I will then look at expanding further."

For Adrian, the early experience of joining Fix Auto UK has reinforced his belief he has made the right decision. He highlighted the immediate assistance provided by Steve Lawrence and the newly developed Service Delivery team, alongside the organisation's in-house engineers.

"The instant support and advice I've received really has given me the assurance I've made the right decision to become part of the Group," he added.

Operations Director Mark Hutchins welcomed the appointment, highlighting the role the Group can play in helping ambitious businesses move forward.

"Fix Auto UK is all about being part of a group of bodyshops working together, to progress, develop and be successful. Adrian runs an extremely efficient business but clearly has scope to develop, and that's where our established support systems come into their own.

"This is going to be a key appointment we'll be watching carefully because Adrian has the ambition, the experience and the foundations in place to take his business to the next level. Our role is to provide the support, guidance and expertise to help him achieve those ambitions, whether that's relocating to a larger, more efficient site or exploring further opportunities for growth. We're delighted to welcome Adrian and his family to the Group and look forward to supporting them as they embark on this next chapter." >

AGM SERVICES

SUPPLIER FOCUS

FROM ENERGY DRAIN TO EFFICIENCY GAIN



In an era of volatile energy prices, rising operating costs and ever-tightening margins, the spray booth is no longer simply another piece of bodyshop equipment. For AGM Services, it is one of the biggest opportunities a repairer has to improve efficiency, reduce costs and future-proof their business.

For Wesley Young (pictured above) and his sister Fiona Morrison, the answer to the challenge facing today's repairer is surprisingly simple and echoes that of many Franchise Partners: repair rather than replace.

It is a philosophy that sits at the heart of AGM, the Lancashire-based specialist whose expertise lies in the servicing, maintenance and modernisation of spray booths. And with 18 directly employed engineering teams operating across the UK, the company that has been a dedicated supporter of Fix Auto UK for nearly a decade has built its reputation on keeping repairers productive – often when they need it most.

For Fix Auto UK Franchise Partners that means providing everything from legislative testing and routine maintenance to emergency breakdown support, helping prevent a spray booth failure from bringing production to a standstill.

"A spray booth breakdown can stop a bodyshop in its tracks," says Wesley, which is why AGM's service model is deliberately built around responsiveness. Its engineering teams cover the length and breadth of mainland Britain, as well as the Isle of Wight. Even in Northern Ireland, where logistics can make rapid response more challenging, AGM uses its Scottish-based engineers to target a two-day response time.

It is a significant advantage in an industry where every hour of lost production has a financial consequence.

The case for repair!

Perhaps the most compelling part of AGM's proposition, however, is not what happens when a booth breaks down, but what can be done to prevent an ageing one from becoming economically inefficient in the first place.

Replacing a spray booth can quickly become a six-figure investment. The cost is not simply the purchase of the new booth. There is the removal of the existing installation, structural work, modifications to accommodate revised extraction systems, reconnection of utilities and, perhaps most significantly, the production lost while the work takes place.

AGM firmly believes there is often another option.

If the fundamental structure of a 10, 15 20-year-old booth remains sound, its performance can be transformed by replacing the ageing technology that controls and powers it.

A typical AGM overhaul can cost around £25,000 – a fraction of the cost of a complete replacement – while significantly reducing the disruption to the repairer.

Wesley uses a familiar British analogy to explain the principle.

"A spray booth is a bit like Trigger's broom," he jokes, "every component can be replaced, and cost-effectively.

"We can upgrade or replace the individual elements and bring the booth right up to modern standards to meet today's environmental requirements expected by many work providers, the upgrades are ideal for those building their ARIES carbon management plans.

"All too often, a repairer realises their booth isn't as efficient as it could be. A booth installed five, 10, 15 or 20 years ago isn't necessarily inefficient because it was badly designed – technology has simply moved on," he said, "we specialise in replacing those key elements and bringing the booth up to today's standards, so it can meet today's demands."

That approach was recently demonstrated at Fix Auto Edinburgh West as featured in these pages, where a three-booth system was relocated to the Group's new site.

As part of the move and the wider investment in the facility, AGM was tasked with upgrading the booths to ensure they were ready for the future. Central to the project was the installation of a completely new control system – what Wesley describes as the booth's 'brain'.

The upgrade centres around three key areas of technology.

The Brain: Legacy control systems can be removed and replaced with modern Programmable Logic Controller (PLC) technology, providing more sophisticated and precise control over the booth's operation.

The Lungs: Variable speed drives enable the booth's motors to adjust their output according to demand, rather than simply running at full speed throughout the entire cycle.

The Sensor Layer: Flow switches detect when spraying has stopped. After a period of inactivity, the system can automatically reduces the booth to an energy-saving 'eco-mode'.

The result is a booth that is not simply newer technologically, but smarter in the way it operates and, specifically, consumes energy.

"You only need 100 per cent air speed during the actual spraying process, which is often only around 20 per cent of the total cycle," explains Wesley.

"The rest of the time, an un-upgraded booth is simply, quite literally, burning money."



For bodyshops operating on increasingly tight margins, the environmental argument for reducing energy consumption is paramount. But the financial argument is arguably even more compelling.

AGM's calculations suggest that, at energy rates of around 5p per kWh for gas and 20p for electricity, a £25,000 upgrade can typically deliver a return on investment in less than 24 months for a repairer processing around four jobs a day. Obviously, for higher-volume sites, the payback is quicker.

The principle is straightforward: rather than accepting the energy inefficiency of an ageing system or committing to a six-figure replacement, repairers can invest selectively in the technology that makes the biggest difference.

It is an approach that reflects a wider shift in the repair industry – one where productivity is increasingly being determined not just by the number of vehicles a site can physically accommodate, but by how intelligently its equipment operates.

AGM's relationship with Fix Auto UK has developed alongside that changing landscape.

A Gold Supply Partner since 2017, AGM now supports more than 40 per cent of the Fix Auto UK Group. For Wesley, however, the relationship is about considerably more than supplying equipment and services.

"Fix Auto UK repairers are family businesses, much like AGM," he says. "We treat the Group as a single entity. Whether it is an officially branded site or a support facility, if they are part of the Fix ecosystem, they receive the Fix benefit."

That philosophy extends to pricing, with Fix Auto UK Franchise Partners receiving the same discount structure on filters and parts, irrespective of their individual annual spend.

It is a straightforward proposition, but one that reflects the importance AGM places on being part of the Group rather than simply supplying it.

The same long-term thinking is evident within AGM itself.

The company recently moved into a new head office in Accrington, marking a new chapter for the business and reinforcing its independent identity following its separation from the manufacturing arm of the original family business.

For Wesley and Fiona, the ambition is not simply to keep spray booths running. It is to change the way repairers think about them.

An ageing booth does not automatically mean an obsolete booth.

If its structure remains fundamentally sound, modern control technology, smarter motors, sensors and improved energy management can breathe new life into the installation – extending its useful life while reducing running costs.

For repairers facing rising energy bills and pressure to maximise every square metre of productive capacity, that could make the difference between simply maintaining an ageing asset and turning it into a competitive advantage.

The message from AGM is clear: efficiency is not something a repairer simply buys. It is something they continually engineer, monitor and orchestrate. >

FIX AUTO UK LEAD THE WAY AT 2026 NBRA GREENER AWARDS **AS THE GROUP CELEBRATES RECORD AWARDS HAUL**



Fix Auto UK enjoyed a record-breaking night of success at the seventh annual NBRA Greener Awards, with eight repairers from across the Group recognised during a spectacular ceremony at Coventry's CBS Arena.

More than 550 guests representing vehicle repairers, insurers and key industry suppliers gathered for the annual celebration which saw Fix Auto UK once again demonstrate its strong commitment to sustainability, environmental responsibility and the well-being of its people.

Fix Auto Mid Devon was among the biggest winners with owners Erika and Alena Woolacott and their team followed up last year's finalist position by going one step further and securing the NBRA Staff Well-Being Award 2026.

There was also double delight for Fix Auto Basingstoke. Owner Dale Morris first took to the stage to collect the Platinum Award – the NBRA's highest accolade for environmental performance – from celebrity host and boxing legend Frank Bruno before returning moments later to receive the coveted Sustainability Award 2026.

The recognition underlined the strength of sustainability initiatives being delivered throughout Fix Auto UK, with Fix Auto Park Royal and Fix Auto Penzance also named as finalists in the Sustainability category while Kenneth Rubolinyane, of Fix Auto Chelmsford, was a finalist in the Bob Linwood Greener Apprentice Award 2026 and Linda Innes, of Fix Auto Mid Devon, was a finalist in the Customer Service Award 2026.

The Group's environmental achievements were further recognised through the NBRA's Greener Awards, with Fix Auto Mid Devon collecting a Gold Greener Award for the second consecutive year. Its sister site, Fix Auto Newton Abbot, was also recognised in the Gold category as were Fix Auto Oswestry and Fix Auto Wrexham, while Fix Auto Penzance, unable to attend the ceremony, was again recognised marking the fourth consecutive year the repairer has received the accolade.

Adding to the Group's success, Fix Auto Redhill and Fix Auto Skegness both received Silver Greener Awards.

Said Erika: "We have been working hard for a long time to transform our entire operation and make it as sustainable and environmentally friendly as possible.

"To receive a Gold Award for a second consecutive year is a remarkable achievement and reflects our ongoing commitment to operating a greener business. Being recognised with the Well-Being Award was the icing on the cake!

"As I said last year, we are extremely proud of what we have achieved, but we also recognise there is still plenty more we can do. To be recognised once again by our industry is incredibly humbling and I would like to sincerely thank the NBRA."

Mark Hutchins, Operations Director at Fix Auto UK, said: "It was yet another fantastic night for Fix Auto UK and a wonderful opportunity to see so many of our repairers recognised for the outstanding work they continually deliver. Full credit to Martyn Rowley and the entire NBRA team for delivering another hugely impressive event and, for providing a platform to celebrate the people and businesses leading the way across our industry.

"Sustainability and environmental performance have come a long way in the repair sector over recent years. What was once perhaps seen as a longer-term ambition is now rightly recognised as an essential part of running a successful, responsible and forward-thinking repair business.

"To hear that the Fix Auto UK name was called out time and time again in front of a record number of industry guests is another hugely proud moment and a real testament to the commitment, passion and innovation of our repairers.

"Congratulations to all our winners and finalists. Their achievements are a fantastic reflection of the standards being set across Fix Auto UK, and they should all be incredibly proud of what they have accomplished." >

Left: It was a night of green glory for Fix Auto UK at the 2026 NBRA Greener Awards with a record eight Franchise Partners taking home awards. Leading the celebrations were Fix Auto Mid Devon and Fix Auto Basingstoke, who shared an impressive haul of five awards between them. Pictured here are Erika Woolacott, Managing Director of Fix Auto Mid Devon and Fix Auto Newton Abbot, and Dale Morris, owner of Fix Auto Basingstoke, proudly displaying their awards.



Knockout success… Fix Auto Mid Devon Managing Director Erika Woolacott (left) and her customer service advisor Linda Innes seized the moment to grab a 'selfie' with legend Frank Bruno moments after receiving the NBRA Staff Well-Being 2026 Award from the great man.



Pleased as punch… Fix Auto Basingstoke owner Dale Morris (left) received the coveted Sustainability Award 2026 from boxing legend and celebrity host Frank Bruno and Carlo Baragona of category sponsor Purchase Direct.

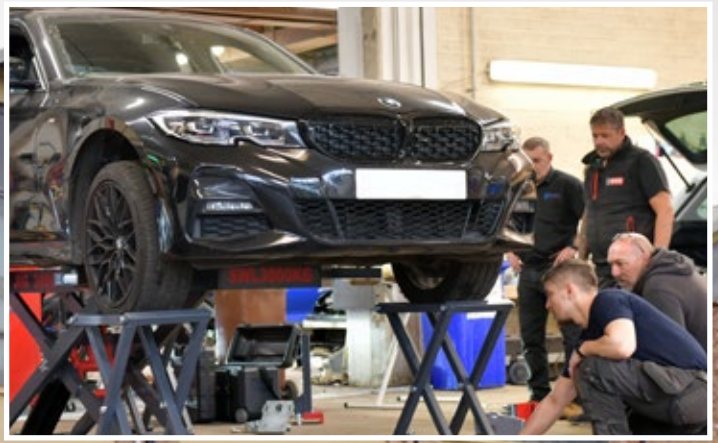
FIX AUTO MUSSELBURGH APPOINTMENT FURTHER CEMENTS SCOTTISH PROPOSITION



Welcome to the Fix Auto UK 'family' - owner Alex Antinoro (left) and his Bodyshop Manager Billy MacKenzie.

Fix Auto UK has further strengthened its presence in Scotland with the appointment of Fix Auto Musselburgh, reinforcing its coverage across the Edinburgh region just weeks after a significant investment saw Fix Auto Edinburgh West relocate to a new facility.





The latest appointment further enhances the Group's east-to-west coverage across the Lothians, underlining its continued commitment to supporting the Scottish accident repair market while providing ambitious repairers with the platform, expertise and backing to realise their growth ambitions.

Behind Fix Auto Musselburgh lies a remarkable history spanning almost two centuries. Formerly known as the Mussel Wagon Company, the business can trace its roots back to 1849 when it began life as a workshop producing carts and, rather incredibly, playground equipment. Today, that industrial heritage has evolved into a 10,000 sq ft bodyshop equipped with two spray booths and supported by a team of 17, including 12 productives.

Managed by seasoned repairer Billy MacKenzie, the bodyshop currently has the capacity to repair up to 40 vehicles per week, with further potential to increase throughput as the business continues to develop.

Owner Alex Antinoro acquired the business eight years ago and has since overseen its evolution, balancing respect for its historic foundations with a clear ambition to secure its long-term future. The 44-year-old, who hails from Maidenhead, Berkshire, began his career as a mechanic before transitioning from working on the tools to running the business.

A key strength of Fix Auto Musselburgh is its versatility. The facility is equipped to accommodate large LCVs and motorhomes, with the high-roof access and specialist equipment needed to handle a broader range of repair requirements. This capability provides an important point of difference, enabling the business to serve a diverse customer base while creating further opportunities for growth.

Reflecting on his decision to join Fix Auto UK, Alex said: "When I bought the business, I did so with a heavy burden of responsibility, not just for the livelihoods of everyone here, but for the legacy of a business dating back to 1849.

"We have been going from strength-to-strength and joining Fix Auto UK will, for me, help secure our future while allowing us to build on that legacy.

"Like most business owners, I have big plans and plenty of ambition, but I also recognise where I need help, support and guidance to meet my own high expectations. Joining Fix Auto UK represents a whole new chapter for a company that is 177 years old. It really is exciting."

Fix Auto UK's Operations Director Mark Hutchins welcomed the appointment, saying: "We are delighted to welcome Alex and the entire Fix Auto Musselburgh team to the Group. There is a tremendous amount to admire about this business, not least its rich heritage, the commitment Alex has shown in taking it forward and the breadth of repair capability he has developed.

"Alex has built on the foundations of a business with an extraordinary history, and we look forward to supporting him and his team as they embark on this next chapter. With the strength of the Fix Auto UK behind them, we want to help them build on their success, explore new opportunities and ensure this remarkable business continues to thrive for generations to come." >

THE NORTH WEST VECTOR: FIX AUTO UK SOLIDIFIES REGIONAL PRESENCE WITH STOCKPORT APPOINTMENT

Fix Auto UK has further strengthened its presence in the North West of England, marking its third significant appointment in the region this year with the addition of Fix Auto Stockport.





Excited to be part of the Fix Auto UK family... Fix Auto Stockport owner Mohammed Hatoor (second right) and key team members (from left) Mike Fitzpatrick, Carl Winterbottom, Martyna Polarczyk and Jake Zielezinski.

Formerly operating as Horizon Accident Repair Centre, the business joins the Group following the appointments of Fix Auto St Helens – featured in these pages - and Fix Auto Preston, which joined in April. The latest addition takes Fix Auto UK's presence in the region to seven sites, reinforcing its position in an increasingly competitive market.

For owner Mohammed Hatoor, universally known simply as Hatoor, the move represents an important step in transforming an independent operation into a business with the backing and infrastructure of a national group. A dentist and serial entrepreneur with an established background in property development, Hatoor brings a different perspective to the accident repair sector, driven by an ambition to build and grow a successful business in an industry far removed from his other ventures.

Recognising the importance of experience and specialist knowledge, he has entrusted the day-to-day running of the business to seasoned repairer Carl Winterbottom. Having operated a couple of Fix Auto UK sites during the Group's earlier years, Carl understands both the demands of the industry and the benefits of being part of a larger organisation. His experience and belief in the network have been instrumental in the decision to join.

The move has been supported by investment in the business's facilities. Eighteen months ago, Horizon relocated to a 14,500 sq ft, open-plan bodyshop designed to improve efficiency, optimise workflow and provide a platform for future growth.

The facility now accommodates 24 workbays, two commercial spraybooths and seven productives alongside four non-productives. Currently repairing up to 20 vehicles a week, the business has the capacity and ambition to increase that figure as it develops under the Fix Auto UK banner.

"The vision was to go bigger, to have a better place," Hatoor explained. "Our new site represents a significant upgrade in customer experience, featuring a professional reception and an optimised workflow designed to handle an initial volume of up to 20 vehicles per week, but we are working towards 30."

For Carl, the decision to join Fix Auto UK also reflects a changing industry landscape, in which the traditional strength of independent repairers is increasingly being challenged by the expansion of larger, investment-backed organisations.

"The North West has historically been a stronghold of independent repairers but the recent expansion of larger organisations underpinned by private equity funding has altered the landscape somewhat," he said, "we want to keep our independence but truly value the need to be part of a larger entity, and Fix Auto UK ensures just that."

Mark Hutchins, Fix Auto UK's Operations Director, said: "We're delighted to welcome Hatoor, Carl and the team at Fix Auto Stockport to the Group. The business has a strong foundation, with a modern facility and clear ambitions for future growth. Carl's experience of our network, combined with Hatoor's entrepreneurial drive, gives us great confidence in what they can achieve. We look forward to supporting their development, helping them maximise the opportunities that come with being part of Fix Auto UK, and seeing the business go from strength to strength." >



Trustpilot

FIVE STAR REVIEWS

Fix Auto UK Franchise Partners continue to set the benchmark for customer service excellence – and thanks to our ever-strengthening relationship with Trustpilot, we don't simply say it, our customers do.

As this issue goes to print, we are excited to share that, collectively, and thanks to the sterling efforts of our Franchise Partners, the Group has sailed past 26,000 verified customer reviews and continues to earn its official 'Excellent' rating.

The measure of that achievement lies within the reviews themselves. They tell the real story.

From one customer who gave Fix Auto Stevenage 10 stars to those members of the Fix Auto UK family singled out for going above the call of duty, notably Donna, Jappa and Andrew at Fix Auto Durham, Ed and Lynn at Fix Auto Manchester East and Naomi who works at Fix Auto Leicester to name but a few.

Fix Auto Durham

Five Stars, Well Executed

I thought the people I was involved with were helpful and kept me informed of the progress throughout, particularly Donna, Jappa and Andrew.

Malcolm Pattison

Fix Auto Great Yarmouth

Five Stars,
Great Personalised Service!

What a great personalised service. There were no apps or robots involved just gold old humans!

Peter Beales

Fix Auto Liverpool South

Five Stars , Great Service

They picked my car unkept me up-to-date on repairs and delivered it, fully repaired and cleaned. I would happily recommend Fix Auto Liverpool for an excellent job.

Anna Welsh

Fix Auto Manchester East

Five Stars, Seamless Process

I approached Fix Auto Manchester East who I remember as its forerunner Adamson's who I have used in the past. A trusted brand and they didn't disappoint. The work is first–class with genuine parts. Communications were excellent and everybody I dealt with was friendly and professional.

They did everything including quotation, liaison with the insurance company and they kept me informed as the work was being done. They even offered to sort out my courtesy car. My car was cleaned and valeted on collection and finished ahead of time. I was reassured by the lifetime guarantee and the open display of technician qualifications. No problem finding a parking space at drop off and collection. These small things are important. Just want to do a couple of personal mentions for outstanding service. Ed and Lynne were superb but everybody played a part.

A car accident is traumatic from start to finish but Fix Auto Manchester East took the strain. Highly recommended and I'd endorse them anytime.

Walt









Fix Auto Walsall

Four Stars, Highly Recommend!

Car collected through insurance company. Very accommodating in providing me with a courtesy car and also accommodated the dates for my schedule. Vehicle repaired to great quality and clean. Customer service very helpful.

Debbie Williams

Fix Auto Stevenage

Five Stars

Fixed Car quick, great job – 10 stars! The staff were very friendly and helpful.

Thank you!

Sammy Gold

Fix Auto Sutton-in-Ashfield

Five Stars, Very Helpful Team

My repair was a bit difficult as the car had only been recently released so parts were not initially available. They (the customer service team) kept me updated throughout and the switchover from courtesy car was very simple.

Fukuda Denshi UK Ltd



THREE PEAKS, FOUR HEROES AND A MOUNTAIN OF DETERMINATION!

There are easier ways to spend a weekend than taking on the UK's infamous Three Peaks, but that didn't stop Fix Auto Mid Devon's intrepid quartet of Erika Woolacott, Mark Thomas, Steve Gale and Louise Simms from giving it their best shot.

Joining forces with fellow adventurers from the NBRA, the team set out to conquer Scotland's Ben Nevis, England's Scafell Pike and Wales' Mount Snowdon in aid of DEBRA, proving that when it comes to supporting a good cause, they're prepared to go to great heights!

Unfortunately, while the team had the determination, Mother Nature clearly had other ideas. Brutal weather conditions made the challenge considerably tougher than anticipated, ultimately preventing the group from completing the full Three Peaks challenge. But, while the mountains may have won this particular round, there was certainly no shortage of fighting spirit among our foursome.

And there was plenty to celebrate regardless. The challenge is believed to have raised more than £6,000 for DEBRA, the charity supporting people affected by the painful genetic skin condition epidermolysis bullosa (EB).

Rather than letting the weather put them off their stride, Erika, Mark, Steve and Louise have emerged with their spirits firmly intact and their sights set on unfinished business. The message is clear: Three Peaks might have proved one too many this time around, but the mountains haven't seen the last of them!

"Although we're disappointed not to have completed all three peaks," said Erika, "the weather was incredibly challenging and safety had to come first. We're hugely proud of what we achieved together and the money we've helped raise for such a worthwhile cause. The support from everyone has been fantastic, and this is definitely unfinished business for us – we'll be back to give it another go!" >



Main picture: Spectacular view and brutal weather which, as can be seen here, failed to dampen the spirits of Fix Auto Mid Devon's Erika Woolacott (centre) with her fellow NBRA climbers.

Right: Fix Auto Mid Devon's intrepid quartet Erika Woolacott, Mark Thomas, Steve Gale and Louise Simms prior to taking on Ben Nevis in Scotland.

TEN YEARS CELEBRATION!

Fervent Franchise Partner Aaron Matthews is celebrating a significant milestone, marking 10 years in business with his most ambitious investment to date – further expansion that effectively doubles the footprint of the Fix Auto Gloucester site that joined the Group in 2023!

Earlier this year, Infofix reported how Aaron had acquired a neighbouring unit, increasing the site's repair footprint to 8,000 sq ft. Rather than immediately converting the entire building into additional mechanical, electrical and trim (MET) and panel repair facilities, he took a more strategic approach, initially renting out the surplus space.

Now, with the business continuing to flourish under the Fix Auto UK banner, Aaron is bringing that additional area into the operation, creating further capacity and laying the foundations for the next chapter in the company's development.

It is a fitting way to celebrate a decade in business – and a testament to the ambition and experience that have underpinned his personal journey since first establishing the company.

Having spent 30 years in the accident repair sector, he built his career from the workshop floor upwards. Starting out as a panel technician, he worked with some of the region's leading repair centres before moving into vehicle assessing and, subsequently, general management. That breadth of experience gave him the knowledge and confidence to take the leap into business ownership.

"I didn't start my business because I wanted the managing director's title. I opened it because, after 30 years in the trade, I knew the job, enjoyed the work and believed I could build a successful company of my own," said Aaron (pictured right). While the physical expansion of Fix Auto Gloucester represents a major milestone, Aaron is equally proud of the people and family values that have helped shape the business.

"One of the achievements I am particularly proud of is seeing the next generation develop within the company. My son, Adrian, and my stepson, Sam,



have both built their careers with us, and their passion and potential were recognised two years ago when they were both named among Bodyshop Magazine's 30 Under 30: Rising Stars.

"We are now undertaking our largest investment so far and developing the company into a much broader vehicle-repair and fleet-services operation. I'm proud of what we have achieved, but I'm equally focused on what comes next."

That forward-looking approach is reflected in the latest expansion, which will provide the business with greater scope to develop its repair capabilities and broaden its service offering as it looks to the future.

As the company celebrates its first decade, Aaron has also been keen to recognise the support that has helped make the journey possible.

"Thank you to my wife Teresa, our family, our team, our customers, suppliers, insurers and the many local businesses that have worked with us and supported us. Their contribution has been a huge part of our journey, and I'm incredibly grateful to everyone who has played a role in getting us to where we are today." >

A TRANSATLANTIC TRIP WITH A FAMILIAR FIX AUTO WELCOME!

For Fix Auto Buckingham owner Richard Taylor, a recent trip across the Atlantic proved that while the miles may separate the UK and Canada, the Fix Auto 'family' knows no borders!

Richard headed to Fix Auto's spiritual home with business firmly on the agenda, but with a little pleasure thrown in for good measure, taking the opportunity to visit established 'cousins' and see first-hand how his counterparts on the other side of the pond go about their business.

And if Richard was expecting a friendly Canadian welcome, he certainly wasn't disappointed. Wherever he went, he was greeted less like a visiting UK Franchise Partner and more like a long-lost family friend who had finally made it home! The handshakes, smiles and warm hospitality were a reminder that being part of Fix Auto is about far more than sharing a name above the door – it's about belonging to a Group of like-minded people who are always happy to welcome one of their own.

Of course, there was plenty of business on the agenda. Richard's visits offered a valuable opportunity to step inside some well-established Canadian sites including Fix Auto Toronto, meet the people behind their success and exchange ideas on the challenges and opportunities facing the accident repair industry.

For Richard, whose own Fix Auto Buckingham operation has earned award-winning recognition, the trip was also a reminder of



True Fix Auto 'family' welcome… Fix Auto Buckingham owner Richard Taylor (left) is welcomed by Paul Caruso, manager at Fix Auto Downtown Toronto in Canada.

the strength of the network and the value of building relationships beyond your own backyard. Whether in Buckingham or British Columbia, the fundamentals remain much the same: great people, high standards, a passion for customer service and a determination to keep moving forward. And when those shared values are combined with a generous helping of Canadian hospitality, it makes for a pretty special business trip. >

AUTO NEWS **IN BRIEF**

WHEN A PICTURE SAYS IT ALL: ASTON MARTIN'S VALKYRIE

Every now and again, an image lands that is simply too spectacular to ignore – and this one from Aston Martin is definitely in that category.

Yes, there's a story behind it. The historic marque's spectacular Valkyrie hypercar has returned to North America's premier endurance racing series, the 2026 IMSA WeatherTech SportsCar Championship.

But, if we're being completely honest, it's unlikely many Infofix readers will be losing sleep over the finer details of the IMSA championship.

So, forget the words for a moment and just admire the picture. We certainly are.





VW DRIVES OFF WITH 'VAN OF THE YEAR' AWARD

Volkswagen's all new Transporter – the seventh generation of the iconic machine – has been named 'Van of the Year' at the News UK Motor Awards. The prestigious awards, now in their ninth year, celebrate the best in motoring excellence across a wide range of market segments. They are judged by a panel of specialist automotive journalists, who recognised Volkswagen Commercial Vehicles' new Transporter as a leader in the light commercial vehicle market.

The Transporter beat off competitors thanks to its generous specification and comprehensive ownership package. Boasting an impressive 6.8m^3 load volume, 1.2-tonne payload, and 2.8-tonne towing capacity, the van is a great companion for businesses and individuals.

Providing the flexibility to suit virtually any requirement, the Transporter is available in diesel, petrol, hybrid and fully-electric powertrains, with a range of variants and wheelbases.



VOLVO POWERS AHEAD WITH STRONG UK SALES

Volvo is proving the brand and the cars it produces are a firm favourite with UK motorists with the company registering 18,991 cars in the UK in the third quarter of the year - up 5.69 per cent year-on-year.

Furthermore, year-to-date, Volvo Car UK registrations stand at 54,343 vehicles, up nearly five per cent year-on-year, with market share at 3.12 per cent. 12,236 new cars were registered in September alone, an increase of 5.76per cent compared with the same month in 2025.

The brand's fully electric models continue to perform strongly, with the Volvo EX30 ranking as the seventh most popular BEV sold in the UK during September. Likewise, the Volvo XC40 remains one of the country's most popular models, sitting 10th in the year-to-date sales charts.

Nicole Melillo Shaw, Volvo Car UK's Managing Director, said: "Achieving our fifth consecutive record peak month is a fantastic result and demonstrates the continued appeal of Volvo's product range. The sustained growth we're seeing reflects the strength of our electrified portfolio, led by models such as the EX30, as more consumers make the transition towards electrification. With strong momentum behind the brand and exciting new products arriving in our showrooms, we are well positioned for the final quarter of the year."

BMW LAUNCHES DEDICATED CHAUFFEUR PROGRAMME



BMW has launched a dedicated chauffeur programme, a comprehensive proposition developed specifically for professional drivers and executive transport providers using the new BMW 7 Series and fully electric BMW i7.

Designed to deliver a consistent, nationwide, specialist support service, tailored to the unique requirements of the chauffeur industry, it has been developed following extensive engagement with those who work in the sector.

At the heart of the offering are six integrated support pillars, which enhance ownership, reduce downtime and support business continuity. These include Service Inclusive, offering eligible vehicles a five-year service package which covers unlimited mileage for the BMW 7 Series and BMW i7, and a one-year subscription to BMW Security PRO, which equips programme vehicles with advanced vehicle tracking, real-time monitoring, driver tag functionality and direct access to a secure operating centre.

Available through BMW dealers, the programme is open to licensed private hire operators, chauffeur companies, executive transport providers, luxury hotel house-car fleets, corporate and VIP transport operators, and self-employed chauffeurs. Taxi operators are excluded from the programme.

ASCEND 2027 NATIONAL CONFERENCE | TICKETS NOW ON SALE



ABOUT

While final preparations are underway for next May's highly anticipated National Conference including securing the final line-up of guest speakers, we're getting ahead of the game with one important announcement: ticket sales are officially open!

Entitled 'ASCEND: Elevating Performance, Leading the Future', the two-day event returns to The Vox, near Birmingham, on May 10 and 11, marking the first time the Conference will take place across a Monday and Tuesday.

As the largest gathering in the Group's annual calendar, the event remains a firm favourite among Franchise Partners, industry suppliers and key partners – and with plenty to look forward to, 2027 promises to be another memorable occasion.

With bookings now open, here's everything you need to know to secure your place.

FULL FRANCHISE PARTNER REPRESENTATION

Attendance from every Franchise Partner is expected, reflecting the importance of the Conference in bringing the Group together to share knowledge, celebrate success and look ahead to the future.

Each Franchise Partner will therefore have been notified that a Conference Day + One-Night Hotel ticket (£659 + VAT) has been automatically reserved for them, with an invoice issued directly by the Fix Auto UK finance team. For those wishing to upgrade or change to a different package, the process is straightforward. Simply contact Events Manager Carly Broster at events@fixauto.co.uk, who will be happy to assist.

Commenting on the new arrangements, Carly said: "The National Conference continues to evolve each year, with new initiatives introduced to make the event as seamless, engaging and successful as possible. 2027 will be no exception. One area we've been particularly keen to improve is the ticket booking process. Our new booking system has been designed to make registration as clear and straightforward as possible. Because everyone now books their own ticket, each attendee receives their own confirmation and event updates, and they can make booking amends themselves with instant confirmation."



CHOOSE THE TICKET THAT SUITS YOU

There are six ticket options to choose from, ranging from the full two-day experience, including the much-anticipated networking activities on the first day, welcome evening and two nights' hotel accommodation (£769 + VAT), through to attendance at the Awards Evening only (£274 + VAT).

Each option is clearly outlined on the online booking form, making it easy to select the package that best suits all requirements.



ONE IMPORTANT CHANGE FOR 2027: *EVERYONE MUST BOOK THEIR OWN TICKET.*

New event management software has been introduced to make the process clearer and more straightforward, with every booking linked to the email address provided.

This also means attendees can update their own details later without needing to contact the Events team.

For those bringing colleagues they need to simply share the booking link and ask them to complete their own registrations. Please do not book on behalf of others.



PAYMENT OPTIONS

To make booking as flexible as possible, three payment methods are available:

- **Direct debit: Spread the cost across six monthly payments.**
- **Card, Apple Pay or Google Pay: Pay in full through the secure booking site.**
- **Invoice: Receive an invoice for the full amount.**

With bookings opening now, attendees have more time to plan and manage the cost of attending.



FRANCHISE PARTNERS

SCAN ME TO BOOK YOUR PLACE NOW



FIX AUTO ENNISKILLEN: A SLEEPING GIANT WAITING TO AWAKEN

"Ruairi's a great addition to the Group, but I truly feel his frustrations." That was how Regional Business Manager Carl Norton enthusiastically summed up his first year working with Ruairi McGarrity and the team at Fix Auto Enniskillen.

Like so many who know the business, Carl firmly believes our repairer is a sleeping giant, one with enormous potential that simply needs the opportunity to awaken. Yet, through no fault of his own, Ruairi's ambitions have been repeatedly frustrated by contractors failing to deliver on their promises.

November marks the first anniversary of Fix Auto Enniskillen joining the organisation, but the expansion plans that helped fuel Ruairi's excitement about becoming part of the Group remain on hold. Despite securing full planning permission before joining, work to transform the existing bodyshop into a state-of-the-art 10,000 sq ft facility are yet to begin.

It is a frustrating situation for a business owner with the ambition, capability and space to do so much more. Nevertheless, Ruairi and his team have continued to maintain the highest standards of repair, accommodating every job that has come their way while remaining ready to embrace the additional opportunities that greater capacity would bring.

Strategically positioned in the west of Northern Ireland, close to the border with the Republic of Ireland, Fix Auto Enniskillen is the seventh repairer in the region and occupies an important position in the Group's growing network. Its location gives it the potential to serve motorists across a substantial geographical area, making it a valuable addition to Fix Auto UK.

"Joining Fix Auto UK was a great move, I'm convinced of that," Ruairi said, "the support and advice I've received has been great."

He was particularly keen to highlight the assistance provided in achieving his ARIES certification, underlining the practical value of being part of the Group that offers more than simply a recognised brand.

"While we've been able to accommodate every repair sent our way, we have plenty of ability to take on more. Speaking to the other Fix Auto UK sites over here, you really get a sense you're part of something bigger."

That sense of belonging was reinforced recently when Ruairi joined fellow Franchise Partners at the Group's latest regional roadshow. Chaired by Managing Director Ian Pugh and Operations Director Mark Hutchins, the gathering brought together business owners from across the region to discuss developments, share experiences and hear first-hand about the work being undertaken to support the network.

"Getting in front of Ian and Mark and hearing first-hand how they are working behind the scenes for the benefit of the repairer was a great insight," Ruairi said, "Sitting there, thrashing things out and hearing what is happening across the Group really reinforces that feeling of being part of something bigger."

For Carl, that is precisely what makes Ruairi and Fix Auto Enniskillen such an exciting prospect. The business has already demonstrated its commitment to quality and its ability to accommodate the work it receives. The next step is to unlock the additional capacity that has long been part of Ruairi's vision.

While the delays surrounding the planned expansion have undoubtedly tested his patience, they have done little to diminish his belief in the decision to join Fix Auto UK. The support of the Group, the relationships being built across the region and the prospect of eventually bringing the new facility to life all point towards a business with considerable untapped potential.

The challenge now is to turn that potential into reality. When the long-awaited expansion finally gets underway, the sleeping giant Carl describes could be ready to make a significant leap forward. >

HITCHING A RIDE

WITH

Richard Emery

Bodyshop Manager, Fix Auto Colwyn Bay

What car do you drive?
Audi A4 S-line Quattro.

Why did you choose it?
Always liked Audis, and it's black and shiny!

What's in the glove box?
Just the manual, clean car only, unlike the boot that's full of golf clubs.

Time for a journey break. What's your favourite pitstop and what do you order when you're there?
Can't beat a good old Maccies, Big Mac meal for me all day long.

Where would you never break your journey again?
Burger King, not for me.

What winds you up about other drivers?
Living in Wales, it's the 20 mph drivers, and people that sit in the middle and outside lanes.

Did you pass your test first time?
No, but don't they say all best drivers take two!

What was your first car?
A heap of junk Fiat Panda, but we went everywhere together.

Give us three words to describe your driving.
Never grew up.

What qualities do you value most in a person?
Honesty and a good sense of humour.

Who are your biggest inspirations?
I wouldn't really say I have one, I am carving this out all by myself.

What was the last thing that really made you laugh?
Probably my wife launching me across the living room when I was getting up off the sofa, our home is a madhouse, just the way I like it.

When you're in the bodyshop what are you mostly likely to be up to?
Checking in with the team, both on personal lives and work.

Have you any favourite hobbies?
Golf. Eating out and family time.

Tell us one thing about you that many of your fellow Fix Auto UK Partners may not know?
This is my first time in the crash repair sector. My career history has always been in the conversation industry, converting police, fire, ambulance and special ops vehicles both UK and worldwide.

What is your motto in life?
Don't stress, you're a long time dead.

Dream car, dream passenger, dream journey?
Audi RS 6 Avant Performance with my wife going home from anywhere.





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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Fix Auto Enniskillen

Fix Auto Glasgow North

Fix Auto Greenisland

Fix Auto Grimsby

Fix Auto Hartlepool

Fix Auto Inverness

Fix Auto Keighley

Fix Auto Laganside NI

Fix Auto Leeds North

Fix Auto Leeds South

Fix Auto Liverpool South

Fix Auto Manchester East

Fix Auto Mid Cheshire

Fix Auto Musselburgh

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Fix Auto Derby

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Fix Auto Ross on Wye

Fix Auto Warwick

Fix Auto Birmingham East

Fix Auto Diss

Fix Auto Loughborough

Fix Auto Rugby

Fix Auto West Norwich

Fix Auto Birmingham South

Fix Auto Great Yarmouth

Fix Auto Ludlow

Fix Auto Skegness

Fix Auto Wolverhampton

Fix Auto Bromsgrove

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Fix Auto Felixstowe

Fix Auto Forest Hill

Fix Auto Hainault

Fix Auto Harlow

Fix Auto Henley-on-Thames

Fix Auto High Wycombe

Fix Auto Hoddesdon

Fix Auto Maidenhead

Fix Auto Mitcham

Fix Auto Moor Park

Fix Auto Newbury

Fix Auto Park Royal

Fix Auto Redhill

Fix Auto Rochester

Fix Auto Sandhurst

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Fix Auto Gloucester

Fix Auto North Brighton

Fix Auto Plympton

Fix Auto Tewkesbury

Fix Auto Bristol East

Fix Auto Hereford

Fix Auto Oswestry

Fix Auto Pontypridd

Fix Auto Weston-super-Mare

Fix Auto Bristol North

Fix Auto Isle of Wight

Fix Auto Paignton

Fix Auto Portsmouth

Fix Auto Wrexham

Fix Auto Caldicot

Fix Auto Lydd

Fix Auto Pembrokeshire

Fix Auto Reading

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