

MONDIAL ASSISTANCE HONOURED TWICE AT IVR AGM Achievements of Technical Training Manager Acknowledged by the Industry

In recognition of his exceptional service and contribution to the recovery industry, Mike Donley, of Mondial Assistance was recently presented with two prestigious awards at the Institute of Vehicle Recovery (IVR) Annual General Meeting. He is the second Mondial Assistance employee in two years to receive an IVR Fellowship, and was also honoured with The Gold Truck Award for Exceptional Services & Contributions to the Recovery Industry*.

Mike Donley commented, "It is a great honour to be presented with such well-respected awards, and The Gold Truck in particular was a wonderful surprise. Following in the footsteps of my friend and colleague, Jack Stapleton, to win an IVR Fellowship is a great privilege. I have been at Mondial Assistance for 14 years, and truly believe I would not have received these awards without the company's support and encouragement."

Starting at Mondial Assistance in 1996, Mike was originally a roadside assistance technician. He is now qualified as an Independent Training Standards Scheme and Register (ITSSAR) Category 1 Level II Instructor, to train technicians in roadside safety. He has also created and developed the Mondial Assistance internal training programme, delivering regional training and eventually working his way up to his current position of Technical Training Manager in 2001. The training department has achieved national recognition winning both the Institute of the Motor Industry Most Improved Centre Award, and the Automotive Management Training Centre Award.

Mike is very involved with training in the recovery industry as a whole, working closely with the IVR in developing training standards, and as the chairman of the Rescue and Recovery Trainers Association. This role sees him work with new students, offering training and advice for the instructors of the future.

In his many years with Mondial Assistance, Mike has also developed Automotive Technician Accreditation qualifications for Mondial Assistance Multi-tech and Manufacturer Branded technicians, delivering roadside assistance training and thereby enabling technicians to gain both an ATA qualification and National ID card for rescue and recovery.

Mike Webb, Chief Executive of Mondial Assistance in the UK, concluded, "Mike plays an instrumental role in promoting Best Practice within Mondial Assistance, and has made some highly significant developments within the business during his time with us. It is wonderful to see this recognised in the industry as a whole. I am delighted and enormously proud that Mike has been presented with these two prestigious awards, they are extremely well deserved."

ENDS

*Presented by Green Flag

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