

BEST NEWS

September 2013

A Sad Loss for The Best Connection

The news last week of the death of Sean Seabourne has shocked us all. His funeral was held at the Redditch Crematorium and many colleagues and friends celebrated his life and said their farewells.

Best News is produced quarterly and between each issue events and achievements are communicated to Jan. Articles and photos are written and edited by Jan and Neil, producing the finished newsletter which keeps us informed about a wide variety of topics.

This September issue was almost finished when we learned the tragic news about Sean. Sean was always keen to celebrate the successes of his team and his region. To that end during the summer months he had sent Jan a number of ideas and information concerning the people and branches in his region and all of the articles and photos were finished and ready to publish. But consideration was given as to whether we should include them so soon.

After a little thought we decided that these items should still be included, in fact we could think of no better way to celebrate his contribution to all of his team and to the company. We are sure that Sean would have wanted us to do so.

Therefore, you will see 'a day in the life' of Carina Kerridge. Sean was very keen for one of his people to appear in this regular feature. There is news of the move to new premises for the Ware branch (Hertford), which has relocated to Enfield. Although no longer in Sean's region, Nicki has moved on. She was a very valuable senior manager in Sean's team for many years, but he could see a good career move for her, and supported her move into Account Management. Also, we see the conclusion to Sean's annual Sales Competition which celebrates success throughout his region.

Thank you, Sean.

I am pleased to see again many successes throughout the company. Congratulations to both Rene and Lee for

their well deserved promotion to Area Manager. I am sure the Dudley and Staines teams are happy in their new home; these moves were long overdue. Once again our intrepid 'walkers' have shown the world that TBC can take on challenges other than AWR and auto enrolment! Well done to Marcus, Andy, Joe and Becki (and Dave the driver!) with the Plod and Rene and his companions with the Trailwalker Challenge.

In the last issue I wrote "Finally, I hope you all have a good summer, if it ever arrives." Well, I'm sure you noticed that it did! It has been a wonderful summer, weather-wise and I hope you are all fit and well and ready for whatever challenge lies ahead. Good luck!

Andy Sweeney
Chief Executive



Andrew Sweeney



NEXT ISSUE...

Could you please contact Jan Blann if you have any topics for inclusion in the next issue of Best News or with subjects for future Press Releases.

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In Memory of Sean Seabourne



We are all deeply saddened by the sad passing of Sean Seabourne, Regional Manager, who had been with the company since 1995. When Sean first joined TBC he was based at Birmingham where his role was a Senior Consultant. He rapidly progressed to Branch Manager of Birmingham B2 in 1998 and subsequently opened several successful branches for TBC, namely Birmingham B2, Redditch, Tamworth, Swindon, Milton Keynes, Enfield and Bedford.

Sean was instrumental in securing and managing one of TBC's largest and most successful contracts to date - Honda in the UK - with 1,000 temporary workers in Swindon. He also played a major part in developing and managing clients such as M&S Swindon and Enfield, Serotec, Pilkington's in Birmingham and Faurecia in Tamworth.

Sean was very astute at identifying raw talent and constantly worked hard to develop his staff, setting high standards throughout his region. He now leaves behind him a very capable team of managers.

Sean will be dearly missed as he had an infectious personality with many friends throughout the company and recruitment industry.

Sean was just 44 years of age and leaves a loving wife, Amanda and two young children, Lydia and Alice.

We would like to express our deep condolences to Sean's family, many friends and colleagues at his extremely sad time. Our thoughts are with them.

A Day in the Life of ... Carina Kerridge Branch Manager, Tamworth



Carina Kerridge

How do you start your working day? Most days start with an update on any 'on-call' activity and anything that has arisen from the morning check-ins. I'll then check the diary for any meetings planned and make a call to our onsite team to check all is OK before the day begins.

What does a typical day consist of? In my role as Branch Manager, I oversee two consultants, two administrators and a resourcer. The branch averages over 270 temporary workers per day so there's plenty of on-going activity. Due to the high level of customer service required it is my responsibility to ensure that the team still make time to canvass each day and achieve their targets along with completing my own personal sales activity. I provide day to day support with all sales and servicing as well as assisting with any issues or problems that may arise within the branch.

I am also responsible for two consultants at our onsite contract, Faurecia, which runs at over 400 temporary workers each day. This is like having an additional branch in itself and is serviced by Tamworth, Burton and Cannock which means liaising with these branches each week as well as the onsite consultants on a daily basis.

What keeps you going through the day?

I love my job and the variety that comes with it. I still get excited about a new conversion, new bookings or appointing a visit we've been pushing for and feel proud when I see my team doing well. That, along with the support of my senior managers and a bit of banter in the office keeps me going through the day.

What is a good day for you? A number of things can make a day good for me. A successful visit, positive feedback from a client or even a simple thank you from a temporary worker all make everyone happier and the day that little bit better.

A bit about myself I got married in Vegas last year and live in Tamworth with my husband and our two dogs. I enjoy going to the theatre, trying new restaurants and nice holidays as well as the typically girly pastimes of shopping and the odd cocktail or two!

New Faces for National Accounts

The National Accounts team welcomes Nicky Jarvis and Phil Annells who report to Mike Cooper and will assist with developing existing accounts.

The new team have already been challenged to present cost-efficiencies in relation to increased productivity for Wincanton's larger onsite business, NDL, to ensure that the rates matrix in place is accurate to the 1p and to present an action plan to DHL for providing drivers during peak.

These tasks, as well as taking responsibility for implementing and developing smaller National Accounts including Furniture Village, Interserve and Lyreco, have ensured a 'deep-end' introduction for both Nicky and Phil.

We wish them well in their new roles.



Nicky Jarvis



Phil Annells

Sean Seabourne's Regional Sales Competition Winner

The figures are in! Sean Seabourne's Annual Regional Sales Competition for 2012 has been netted by Graham Brown - previously senior consultant at the Milton Keynes branch before moving to Bedford branch. Best News was told that Graham worked exceptionally hard throughout 2012 to build and develop his MKHGV1 plan by converting many new clients and was successful in generating the winning margin for the company.

"Graham is tenacious and hardworking and his efforts have been rewarded not only in building a successful driving plan in Milton Keynes but also heading-up our new Bedford

operation," said Richard Marsh, senior manager, Milton Keynes.

With his first baby due in October the voucher prize will be useful! Well done Graham.

Position	Name	Branch
1	Graham Brown	Milton Keynes
2	Kerry Burling	Enfield
3	Peter Christie	Redditch
4	Simon Norris	Birmingham 2
5	Mark Sadler	Tamworth



L to R: Richard Marsh congratulates competition winner, Graham Brown

TBC Bedford opens for business with new branch

On May 8th 2013, TBC opened its doors in Bedford town centre creating further career opportunities.

Graham Brown has stepped up to the plate to run the Bedford operation leaving Trudy Carr with the opportunity to develop the Industrial branch of Milton Keynes. Richard Marsh, senior manager, now has overall responsibility for Bedford, along with existing responsibility for Birmingham 2 and Milton Keynes.

The HGV plan in Milton Keynes has now moved to Bedford with Billie Cremin joining the HGV team as senior consultant and Graham Wyllie also moving to Bedford as HGV consultant. The Industrial team consists of Graham Brown, acting divisional manager and Hayley Broom, consultant 3. Also, Kalli Rust joins the team as payroll administrator.



The Bedford Team

Ware moves to Enfield to boost expansion



Enfield team L to R Kerry, Mags, Adelle, Angelo and Kevin

Earlier this year, the Ware office relocated to Enfield in North London. The move will support business expansion and will benefit key client relationships including DHL Marks and Spencer. Since opening its doors the branch has experienced a major rise in the volume of good quality personnel from the catchment area and revenue has increased significantly.

"There is an abundance of business within a 20 mile radius of our new office, ranging from National RDCs for Sainsbury's to small textiles

manufacturers. Working closely with my team we aim to promote TBC's brand and reputation and to build a strong branch based on an honest and realistic service," said Danny Keyes, senior manager.

The new office is managed by Danny Keyes, senior manager, who works closely with newly appointed branch manager, Angelo Vella. The team consists of Harry Forsyth, Adele Nolan, Vesta Butkute (on-site), Kamil Miareczk (on-site), Kerry Burlington and Phodi Michaels.

New premises for Dudley branch

Not to be outdone by the recent relocation of the Wolverhampton branch, the Dudley team have now settled into their new home in Wolverhampton St, Dudley.

"The old Dudley branch had been outgrown for some time but similar to Wolverhampton it's taken us a while to identify the right premises," commented Darren Ainge, Regional Manager.

"With no national accounts business in their area, Dudley has always had to work that bit harder to build and maintain their client base. The branch has regularly seen in excess of 200 temporary workers out over a client base of 40+ and we're keen to see if we can push this onto a 3rd plan. The new branch gives us this option," added Darren.

Sandwiched between KFC and another recently opened eatery, the new office is giving the staff only one problem - where to go for lunch today?!



New Dudley premises

Staines Moves House

After 10 successful years the Staines office has moved to pastures new – albeit on the same high street. The new branch is located on the main thoroughfare into the town on first floor premises and will benefit from the excellent transport links as well as moving closer to the Staines Job Centre and Heathrow Airport.

The relocation will help branch expansion with a third industrial desk now focusing mainly on

air freight to deal with the increase in demand for temporary labour both landside and airside at Heathrow Airport. A second HGV desk is planned for the end of 2013.

"The demands and fast-paced nature of the airport, coupled with the security and referencing required by BAA and our clients makes working as a recruiter in the Heathrow area a great challenge. Air freight can be

impacted by so many factors beyond our control, such as weather conditions in both the UK and abroad affecting flight times, so we need to be reactive to our clients' demands, making every day varied," said Peter Sutherland, Branch Manager.



Front row (left to right): Hiten Pankhania (Sonsultant IND), Aileen Shambrook (Snr Cons IND), Peter Sutherland (Branch Manager), Natalie Jones (Admin)
Back row (L to R): Laura Rockell (Snr Cons HGV), Tom Smith (Snr Cons IND), Emma Walters (Admin), Alasdair Lynch (Cons HGV), Nafisa Bhatti (Cons IND)



New Staines Office

Furniture Village goes for Drive

The Best Connection's web-based software system, Drive, has proved its worth by helping Furniture Village, one of the UK's largest furniture retailers, centralise its temporary labour services. Prior to running Drive, Furniture Village worked with 25 agencies and struggled to manage costs across its 40 locations. In addition, exposure to compliance and obtaining consistent service quality also proved to be a challenge for the furniture business.

A combination of Central Bookings and Drive was shown to deliver significant savings and a

greater level of control of the temporary workforce. TBC now supports all 40 Furniture Village locations and has set a standard level of service throughout the UK. Drive allows site managers to place bookings on-line and assists with their forward planning and spend management. Furniture Village can now run reports showing a breakdown of bookings and spend across all, or individual locations, providing standard pricing and total transparency of agency labour supply.

By consolidating pay and charge rates TBC was able to deliver significant savings and now

supplies drivers and warehouse staff to all of Furniture Village's national distribution centres and warehouse locations, as well as customer-facing people for its stores.

As with all new systems it is essential to be able to offer full support, particularly in the early days and credit must be given to the Central Booking Team of Matt, Marcus and Chris and to Emma Gowen and Linda Hartley for delivering the service.

A true team effort and great success story – well done!

Further added value for **Stoke** client

There's nothing unusual about 18 new starters at Norbert Dentressangle (NDL) in Stoke except these colleagues are the first to be sourced and trained through a new initiative in partnership with the National Skills Academy (NSA).

Sourced in the usual way and subject to TBC's stringent recruitment processes and referencing policy, the recruits were then introduced to NSA for 35 hours of Pre-Employment Training. On completion, the candidates were issued with a Certificate of Competence in Logistics and Warehouse Skills.

"The benefits to the client are many," said Darren Ainge, regional manager. "The training is delivered on the client's premises and is in many ways bespoke to their own processes. This means the colleagues are up to speed far quicker when they actually commence on assignment.

"During the five days training, the colleagues continue to receive their existing benefits and are paid travel expenses and provided with lunch every day - all of which is funded by NSA - thereby enabling NDL to reduce their own training budget significantly which is something their client M&S are extremely focussed on."

Paul Atkinson, Stoke branch manager is pictured presenting the certificates to a number of the colleagues.



Paul Atkinson presenting Jack Spiers with his certificate



Paul Atkinson presenting Juanita Kalafatis with her certificate

12 Hour Charity Walk Success for **PLOD**



In the last edition of Best News we reported on the heroic efforts of our TBC colleagues who had entered the South Downs PLOD endurance event which was held in support of children's charity Action Medical Research. We are delighted to report that - not only did the team finish the gruelling 40 mile event - they came first out of 29 teams finishing in a foot blistering 12 hours 35 minutes.

Our congratulations go out to Marcus Jepson, Andy Clark, Joe Middleton and Beki Maddocks and their support team Dave Stanford and Bryan Cole.

Area Manager Promotions Promotion for Rene Hawkes and Lee Crimes

Congratulations to Rene Hawkes who has been promoted to Area Manager. Rene has been with The Best Connection since the opening of the Crawley branch with Marcus Jepson in 2000. Since then, Rene has been involved with the development of many TBC branches. He is currently responsible for Crawley, Croydon, Eastbourne, Maidstone, Dartford and the fledgling Guildford branch.

"I have been fortunate during my time with The Best Connection to have being given great support at all levels through my own personal development as well as excellent coaching and on-going management training. I have also been extremely lucky in working with some truly excellent and committed consultants, administrators and managers who make the job not only easier but fun. With the team I currently work with I am sure there will be plenty more successful TBC branches to come," said Rene.



Rene Hawkes

Congratulations to Lee Crimes who has been promoted to Area Manager. Lee commenced his employment with The Best Connection Group in June 2004 as the Branch Manager of the Stoke branch and opened the Crewe branch eight months later. Over the years Lee has had involvement in other branches but today he is responsible for the Stoke branch and its on-site (NDL - Stoke), Crewe branch and its three on-sites (APS Salads, DHL Bentley and Schoeller Allibert) and the Telford branch.

Having studied Sports Coaching at University and subsequently starting out in a career in Sports retail management, Lee commenced work for Adidas (UK) as a Sales Executive before his introduction to recruitment. This came about after Lee prepared a presentation for a friend who had an interview for a branch manager's position with a recruitment company. Lee's friend was successful (according to Lee this was in no small part due to his presentation!) and several months later Lee's friend called and

asked him to work for him because he thought Lee had the right attributes to succeed in recruitment.

With his sports coaching background, you'd probably guess that Lee is quite a sporty and competitive person. Unfortunately, having been dragged along by his Grandfather and Father to watch Port Vale FC most Saturday afternoons as a child you'll understand why Lee soon lost interest in football but thankfully retained his open mindedness and competitive spirit! When he's not at work, Lee spends his spare time between playing League Badminton and renovating his home in Stoke on Trent that he bought as a long-term project seven years ago.

"I've always been a big believer in providing people with an opportunity and after you've done that then the rest is up to them. Nine years ago I took the opportunity available at the time and since then I have never looked back, so as you can guess I was extremely happy when I learned of my promotion to a new management level. There is no denying though the support that is required in ensuring that someone remains on the correct path to sustained growth after they have been given the opportunity and for that I have to thank Darren Ainge. I strongly believe that as a business we provide our people with the best opportunities and support in order for them to be the best they can be and I look forward to continuing to develop the skills of all the individuals in my area and bringing through the managers and consultants of the future," said Lee.

Lee has several milestones to look forward to in the near future with his 40th birthday on 1st October 2013 and next year he will celebrate 10 years with TBC.

We wish Rene and Lee continued success with their careers with The Best Connection.



Lee Crimes

The Empire Strides Back



TBC's Area Manager, Rene Hawkes, joined forces with a team from Screen Solutions (led by managing director, Dan Valovin) to tackle the Gurkha Trailwalker Challenge on July 27th.

Walking under the banner, The Empire Strides Back, the team completed the grueling 100km (62.5 mile) non-stop charity walk and raised over £5,000 for Oxfam and the Queen's Gurkha's. The Gurkha Trailwalker originated from a training exercise to test soldiers' stamina and teamwork skills and takes place across the Sussex and Hampshire South Downs. It is the equivalent of walking two marathons, non-stop, across a route that climbs the equivalent of Ben Nevis, Mount Snowdon and Scarfell Pike so we

hope the guys had some good footwear!

"We aimed to complete the challenge within 25 hours. This meant walking non-stop and through the night. Was it tough? You bet. Was it worth it? Of course. Are we mad? We must be!" says Rene.

"We are passionate about the fantastic work Oxfam does and the support the Queen's Gurkha's have given the British Army, and therefore us, over the

past 200 years. The money will make a huge difference to many people's lives around the world." added Rene.

Congratulations to the Empire Strides Back team: Dan Valovin, Rene Hawkes, Jo Willett, Chris Mehr who were supported by Nick Pirie and Kenny Higgs.

If you would like to find out more about the event or donate please visit: original.justgiving.com/theempirestridesback



The Empire Strides Back team



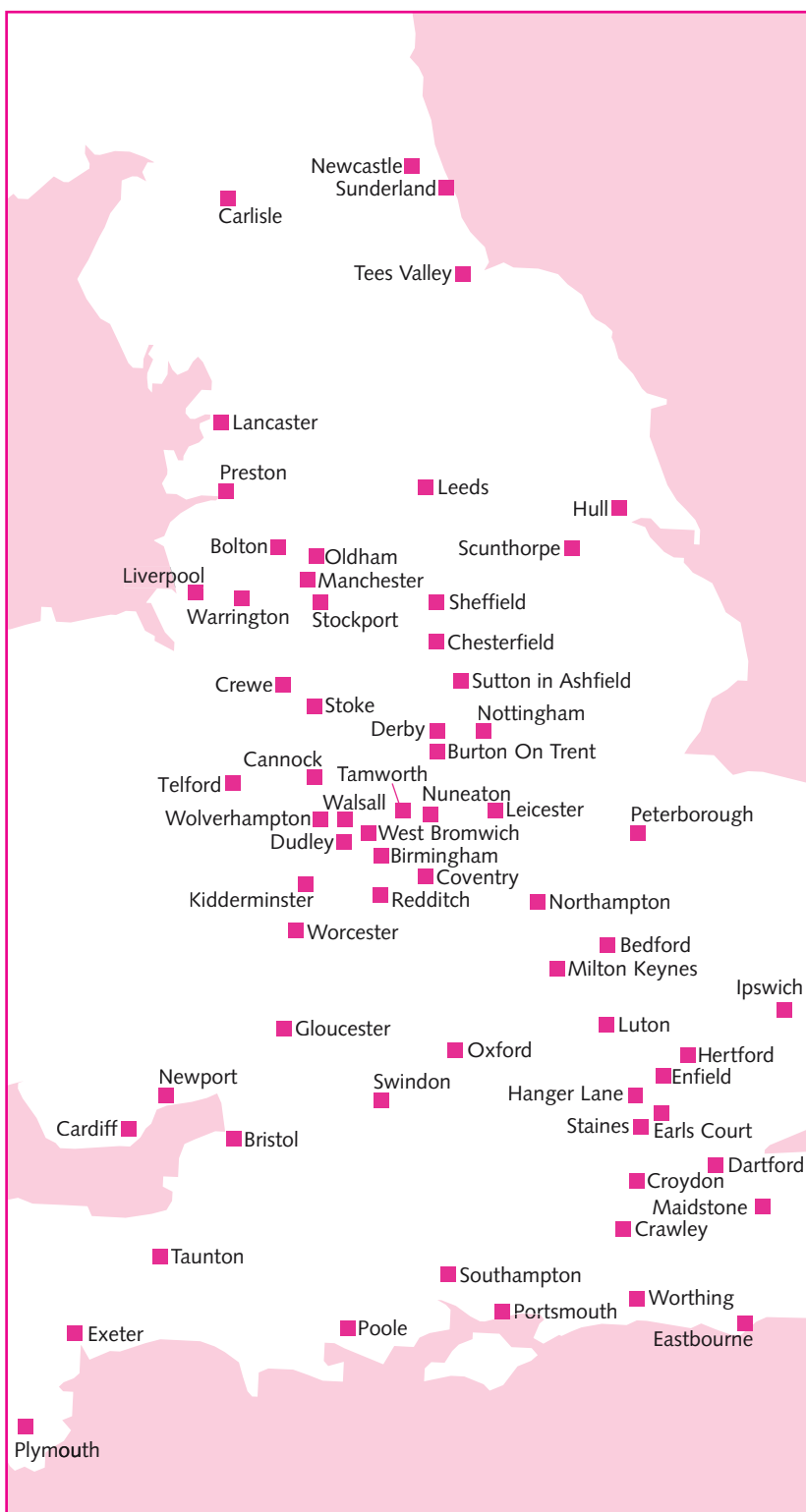
A jubilant Rene!

The Best Connection

EMPLOYMENT GROUP



Location	Tel Number	Fax Number
Bedford	01234 212123	01234 341210
Birmingham	0121 628 8000	0121 285 1056
Bolton	01204 394400	01204 238059
Bristol	0117 957 6999	0117 200 0003
Burton	01283 545333	01283 260012
Cannock	01543 468260	01543 621001
Cardiff	02920 494700	02920 090178
Carlisle	01228 590690	01228 830057
Chesterfield	01246 209222	01246 747001
Coventry	02476 228040	02476 109996
Crawley	01293 515333	01293 311001
Crewe	01270 251100	01270 260072
Croydon	0208 256 0120	0203 137 9695
Dartford	01322 277257	01322 220603
Derby	01332 291444	01332 402006
Dudley	01384 253201	01384 901001
Earls Court	0207 373 1129	0203 137 3073
Eastbourne	01323 887111	01323 700028
Enfield	0208 362 1430	0203 137 8690
Exeter	01392 435468	01392 690233
Gloucester	01452 383303	01452 204001
Hanger Lane	0208 998 9910	0203 137 2334
Hull	01482 610160	01482 900008
Ipswich	01473 210584	01473 379007
Kidderminster	01562 66555	01562 214001
Lancaster	01524 383438	01524 291002
Leeds	0113 243 1033	0113 859 0268
Leicester	0116 251 2363	0116 347 0002
Liverpool	0151 236 0111	0151 329 2289
Luton	01582 405 444	01582 214 002
Maidstone	01622 664999	01622 523000
Manchester	0161 237 9333	0161 375 9551
Milton Keynes	01908 699466	01908 410237
Newcastle	0191 230 2007	0191 328 0900
Newport	01633 842164	01633 901000
Northampton	01604 629888	01604 280002
Nottingham	0115 958 5880	0115 824 0232
Nuneaton	02476 382211	02476 109408
Oldham	0161 626 4222	0161 375 8079
Oxford	01235 550077	01235 250009
Peterborough	01733 555672	01733 514002
Plymouth	01752 672222	01752 414005
Poole	01202 682282	01202 237184
Portsmouth	0239 286 4411	0239 316 2028
Preston	01772 201777	01772 441000
Redditch	01527 591141	01527 431001
Scunthorpe	01724 876111	01724 571000
Sheffield	0114 275 8181	0114 359 1005
Southampton	0238 033 3188	0238 000 0049
Staines	01784 450555	01784 603001
Stockport	0161 968 1964	0161 375 3895
Stoke	01782 209666	01782 435004
Sunderland	0191 567 1100	0191 580 0384
Sutton In Ashfield	01623 857976	01623 272101
Swindon	01793 542211	01793 250065
Tamworth	01827 53333	01827 230024
Taunton	01823 330621	01823 240039
Tees Valley	01642 672655	01642 688103
Telford	01952 898242	01952 780041
Walsall	01922 639000	01922 214043
Warrington	01925 629666	01925 320015
West Bromwich	0121 553 7755	0121 285 3309
Wolverhampton	01902 773000	01902 504102
Worcester	01905 731777	01905 700027
Worthing	01903 234500	01903 680092



Opening soon: Guildford

The e-mail address for each branch is the branch@thebestconnection.co.uk
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For a complete list of branches and contact details,
please visit www.thebestconnection.co.uk