

Awards Galore!

Welcome to Best News March 2022. In this bumper edition, celebration is a recurring theme across the SWS Group companies. Perhaps the biggest of which is our 30 Awards for 30 Years which provided the opportunity to highlight some of the amazing work that takes place across the business on a regular basis. Well done to those of you who were nominated and many congratulations to the 30 winners. Over the decades, the business has continued to make its mark across the temporary employment sector, supporting our clients with their ever-changing needs and I would like to thank every one of you for your contributions, many of whom have experienced our evolution, our challenges and our successes.

Of course, our business is a people-business and relationships and culture form an important part of our brand and our success. Many people join the company and make it their home and for some this starts at an early age, embarking on an 'earn as you learn' apprenticeship. Our scheme has been running very successfully for some time now and we are delighted with both the uptake and the progress of our learners. To celebrate this growing part of our internal recruitment programme, for the second year running, we launched the Directors' Apprentice of the Year Awards 2022. As anticipated, it was hotly contested with 88 nominations received for 33 individuals. I hope all the apprentices have enjoyed their journeys with us so far and are excited about what the future may hold. As for the competition, congratulations to all of the apprentices and a very well done to the winners.

Across the SWS Group we are very fortunate to have a talented team of motivated and dedicated people who strive for success in everything they do and value the importance of our customers and fellow colleagues. We not only celebrate your achievements but also recognise your contribution to the business. I am very proud of the career progress and promotions I witness on a quarterly basis across the business and I applaud those of you who have taken the decision to make a move into a different role. This can be a brave decision to make. As an equal opportunity employer, we will do all we can to support your career aspirations.

I turn now to recent events that have shocked the world. We have finally begun to emerge from a global pandemic only to witness a war on our doorstep in Ukraine. The ramifications of this event are already having an impact on the global economy driving fuel and commodity costs up which will inevitably result in consumers having to pay more for goods and services. It is important that we are mindful of our clients' situation and challenges and do everything we can to support their businesses as the economy adjusts.



Andrew Sweeney

Of greater concern is the humanitarian crisis in Ukraine and as usual in times of adversity, our branch network is responding by supporting this cause. Our colleagues are busy rallying round to raise funds in creative ways with all proceeds going to the Disaster Emergency Committee's (DEC) Ukraine Humanitarian Appeal. This brings together 15 leading UK aid charities including British Red Cross, Cafod, Care International and Save the Children. Via DEC, donations will be used for food, water, medicine, protection and trauma care for people fleeing the war. All donations received to our **Just Giving page** will be matched by the business.

And finally, I hope you will all enjoy the stories and information we have shared and I look forward to revealing further news about you and our shared progress in the months to come.

Andrew Sweeney
Chief Executive



NEXT ISSUE...



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

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30 Awards for 30 Years



Throughout December 2021, in the build up to Christmas, we ran 30 Awards for 30 Years in celebration of The Best Connection's 30th anniversary.

The awards commemorated those individuals that have demonstrated outstanding work and contributions that reflected TBC's Four Pillars, Beliefs and Values. Most importantly, it was colleagues' nominations that determined who was put forward for an award.

Using the digital advent calendar, winners were revealed and announced each day but not before having their award delivered in person where this was possible. Many of the award presentations were videoed which made for enjoyable

viewing for the rest of the business. The responses were amazing!

Congratulations to all of you who were nominated and those who were selected - from a long list of worthy recipients - to be given an award.

Thank you all for making 30 Awards for 30 Years such a resounding success. Let us see who the chosen 30 faces were.



Julia Marshall WGB



Oliver Cheeseman WGB



Sheila Eland WGB

Four Pillars

Winning Good Business

Julia Marshall – Divisional Manager – Birmingham

Oliver Cheeseman – Senior Consultant – Staines

Sheila Eland – Area Manager

Dan Wood – Branch Manager – Derby



L to R: Sam Taylor IE and Dan Wood WGB



David Morton IE and Katie Yorke DBP

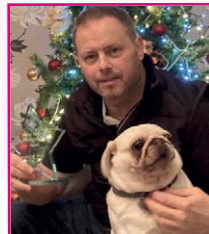
Improving Efficiency

Andy Wilson – Senior Manager

David Morton – IT and Telecoms Manager – Bromsgrove

Fahad Raja – Branch Manager – Slough

Sam Taylor – Senior Manager



Andy Wilson IE



Fahad Raja IE



Andy Clark DOE

Delivering Operational Excellence

Andy Redfern – Payroll Manager – Bromsgrove

Ashley Collier – Contract Manager – Onsite at Ferrero (via the Mansfield Branch)

Andy Clark – Area Manager

Utsav Gajjar – IT Support Technician – Bromsgrove



Utsav Gajjar and Andy Redfern DOE



Ashley Collier DOE

Developing the Best People

Kanez Khan – Training and Development Consultant – Halesowen

Lorraine Gandy – Senior Manager

Katie Yorke – HR Manager – Halesowen

Linda Hartley – Neutral Vendor Manager – Bromsgrove



Linda Hartley DBP



Kanez Khan DBP



Lorraine Gandy DBP

Beliefs

Integrity, Transparency and Respect

Alex Dirman - Senior Project Manager – Onsite Connection

Danny Harlow – Senior Contracts Manager – Onsite Connection

The Extra Mile

Carl Davis – Senior Branch Manager – Ashford & Maidstone

Beth Dodd – Branch Administrator – Sheffield

Work Hard and Have Fun

Callum Mosedale – Branch Manager – Walsall

Laura Brown – Branch Administrator – Staines

Always Looking for Ways to Improve

Joshua Graham – Divisional Manager – Crewe

Stephanie Cox – Training and Development Consultant – Halesowen

Diversity and Equality

Indy Sanghera – Branch Manager – West Bromwich

Kinny Rock – Training and Development Consultant – Halesowen



Alex Dirman



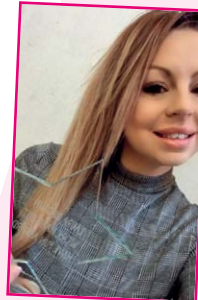
Danny Harlow



Carl Davis



Beth Dodd



Laura Brown



Callum Mosedale



Indy Sanghera



Joshua Graham



Stephanie Cox



Chloe Wood



Kinny Rock

Director's Apprentice of the Year

Chloe Wood - TBC Mansfield



Dipak Patel

Values

We have no business without our temporary workers

Dipak Patel – Senior Manager

Our clients are the heart of our business

David Merchant – Divisional Manager – Staines

Achieve more by working together

Leoni Ward – Recruitment Consultant – Leicester



Leoni Ward



David Merchant

Strong 2021 finish for Backline Leighton Buzzard

Despite the challenging conditions faced by the driving industry, Backline has bucked the trend and finished 2021 with a record month in December which is a terrific result. The business also increased its full-time driver base making it less reliant on agency drivers. This formula is clearly working well as it continues to expand its enviable list of clients that includes Mondelez, John Lewis, Sainsbury's, Whistl, Marks & Spencer and Waitrose.

As we are all aware significant global events have conspired to drive up oil prices resulting in forecourt prices for diesel reaching £1.50 per litre. This will inevitably have an impact on the cost of consumer goods. In this situation it is important to understand how fuel efficient your operation is and where improvements can be made. To tackle this challenge, Backline has invested in telematics software that provides valuable insights into driver performance

and vehicle efficiency that can be used to lower emissions, improve miles per gallon and reduce operational costs.

Backline has also decided that 2022 is a good year to refresh its online presence and has embarked on the development of a new website. Plans are afoot to launch this in March. We wish all the team well for 2022.

Driver conversion programme proves to be a big success

In further news, it wasn't long ago when the mainstream media headlines were reporting the shortage of HGV drivers across the UK and the impending impact this was going to have on distribution services. Whilst the situation has improved, it hasn't gone away. Drivers are still in demand. In response to this situation, Backline ran a financial incentive to attract new, talented drivers who were interested in converting their HGV2 to HGV1. In return, drivers made a commitment to remain with Backline throughout 2022. Fair deal!

"We were unsure what the reaction would be to the initiative but have been delighted with the response and our newly trained team members. The outcome has also been motivational for both the new joiners and the office team," explained Liam Murnaghan, New Business Manager, Backline Logistics.

"The new recruits are now part of the core team of HGV1 drivers working with some of our largest customers. We hope that they will be representing the company for many years to come," said Louise Gaunt, Operations Manager, Backline Logistics.

"We really have a great bunch of drivers working with us who have quickly familiarised themselves with our customers' sites," added Chris Jacques, Assistant Transport Manager, Backline Logistics.

Due to the success of the initiative, Backline is currently considering whether to run the conversion programme on an ongoing basis.

Clearly a little lateral thinking can overcome hurdles! Well done team Backline on this successful programme.



Transgender lorry driver, Kat Goff, shares her story

In 2018, Kat Goff, one of Backline's long-standing truck drivers, transitioned from male to female. As part of February's LBGTO+ History Month celebrations, the Backline team wanted to share her story.

"Before I started working in the driving industry I spent 12 years in the army, working as a mechanic and have always been fascinated with cars and engines, building and fixing things. It also gave me the opportunity to obtain my HGV licence.

"When I left the army, I worked for Inchcape Automotive on the transporters, then had a van job with Hex Holdings delivering car panels and paint shop supplies. For the next two years I worked on the bins around South Devon, first with Cleanaway and then Sita, so I'd already had HIAB experience and an ADR qualification. I have gained the rest of my driver qualifications including HIAB, NPORS, Forklift, Moffatt truck mounted forklifts and ADR for packages and tanks through Backline.

"I've always known that I was born into the wrong body and wanted to be female, but I've spent most of my life in denial. In 2018 I told my partner what was going on and she supported me when I decided to start dressing as a woman. But when I said I wanted to fully transition she said that she wasn't able to support me in the way I needed, so we parted ways. We're still close friends though, which is really important when it comes to having a strong support network.

"At work, I didn't actually broach my transition with the Backline team. I just turned up one day in full make-up, high heels and skinny jeans with butterflies embroidered down the leg and announced: "This is how I am from now on." It caught a few people off guard as they didn't see it coming, but overall, I've been accepted really well, which is testament to the open

nature of those working at Backline.

"The stigma associated with transitioning is not as bad as it used to be. My current partner, Gemma, decided to transition from male to female over 20 years ago and has had a very different experience to me. The world was different then and it took a very long time for her to be accepted into society. She had no choice but to give everything up as it was impossible to stay in employment. She's told me that I help her on her journey every single day, but if it wasn't for her and everyone who went through it before me, I don't think my experience would have been as positive.

"I started with Backline in 2007 and enjoy the variety of jobs I am given as it keeps me on my toes, but honestly, the staff have looked after me since day one and that's not something that comes as standard in the transport industry. Tim and Ben are both brilliant, but Emma and Donna really do make the experience what it is. Emma is pretty much one of my besties now and Donna has had my back since the day I joined. As a driver it's a fantastic company to work for, especially with the Platinum Driver Scheme and the variety of clients they work with, but the office and support team make it an even more enjoyable place to work. It's why I've stayed with them for so long," said Kat.

We are extremely grateful to Kat for sharing her honest and brave story and being true to herself, despite the challenges this may have created. Backline is proud to have you as a driver because you are also very good at what you do! Thank you for your story, Kat.



Exeter Outbase Refurb



Up, up and away for the Backline Outbase office!

It's out with the old and in with the new for the team at Backline Exeter Outbase as the company's portacabin is unceremoniously hooked up to a very large crane and removed. It was either that or have the windows cleaned! The good news – it is to be substituted with a modern office replacement offering much more which is all very exciting. All those memories - there wasn't a dry eye in the yard apparently!

The transformation of the Hill Barton Business Park based Outbase began in January this year and is due to be completed by early spring 2022. The improvements will deliver a much-improved working environment for all the drivers and staff and includes two custom-built offices, additional yard lighting, shower units and comfortable lounge with wifi access for the drivers along with additional security enhancements. Home from home!

Highway Code Update



You may have heard in the news that to improve safety on our roads, a new set of Highway Code updates came into force at the end of January this year. They impact all road users so it is important to understand what they are and how behaviour will need to change.

The new Highway Code rules create a hierarchy of road users that gives those who can do most harm the greatest responsibility. It does not remove the need for everyone to behave responsibly.

The new hierarchy places pedestrians and then cyclists and equally, horse riders, above motorcyclists, cars, vans, LGV's and buses as pedestrians are classed as those who can do the least harm. Drivers will be expected to give more priority to pedestrians, horse riders and cyclists.

There is new guidance in the code about routes and spaces which are shared by people walking, cycling and riding horses.

The hierarchy places those road users most at risk in the event of a collision at the top of the hierarchy. People cycling, riding a horse, or driving a horse-drawn vehicle should respect the safety of people walking in these spaces, but people walking should also take care not to obstruct or endanger them.

People cycling are asked:

- not to pass people walking, riding a horse, or driving a horse-drawn vehicle closely or at high speed, particularly from behind
- slow down when necessary and let people walking know they are there (for example, by ringing their bell)

- remember that people walking may be deaf, blind, or partially sighted
- not to pass a horse on the horse's left

Drivers are asked:

- to leave at least 1.5 metres (5 feet) when overtaking people cycling at speeds of up to 30mph and giving them more space when overtaking at higher speeds
- to pass people riding horses or driving horse-drawn vehicles at speeds under 10 mph and allow at least 2 metres (6.5 feet) of space
- allow at least 2 metres (6.5 feet) of space and keep to a low speed when passing people walking in the road (for example, where there's no pavement)

The new rules means that:

- Motorists and cyclists will need to give way to pedestrians that are waiting to cross a road they are turning into
- Pedestrians will have priority when on a zebra crossing, on a parallel crossing or at light-controlled crossings when they have a green signal
- Cars, vans or trucks indicating to turn left or right will also have to give way to cyclists coming from behind and going straight on
- Cyclists will be advised to ride in the middle of the road when approaching junctions and on quiet roads – currently, those on bikes typically ride on the left-hand side of the road

Further information can be found at:

www.gov.uk/government/news/the-highway-code-8-changes-you-need-to-know-from-29-january-2022

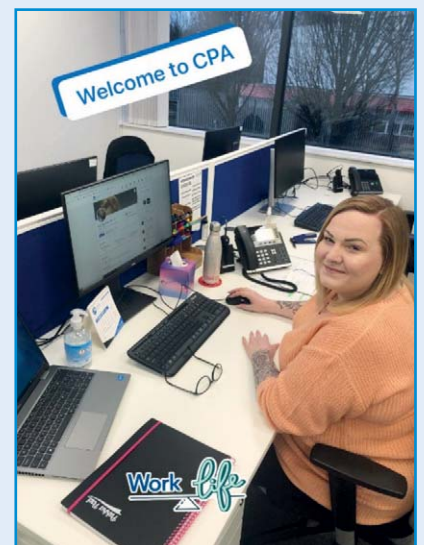
CPA welcomes Emily

We are happy to announce Emily McLeish has joined CPA and will be heading up the Warehouse and Distribution Division, reporting into Jon Hemming-Nash. Welcome to the CPA team Emily!

Emily has re-joined SWS Group after a short six-month stint at another recruitment business, having previously been with The Best Connection for over five years. She progressed throughout her time with The Best Connection and has already proven herself as a great asset to the team at CPA making five successful permanent placements in her first few weeks.

"Emily brings positivity, vibrancy and a great wealth of knowledge in her sector, and has already built a great rapport with clients, candidates and her colleagues," said James Wilkins, Managing Director, CPA.

Emily McLeish



BES welcomes Shannon Dunn

A very warm welcome to Shannon Dunn who joined BES at the beginning of December as a Resourcer on the Lloyds team. Great to have you onboard Shannon!

Shannon decided she wanted a change of career after working at Lidl for seven years and Lidl's loss is certainly our gain as she's only been with us a short while and is already hitting the phones like a professional!

"Shannon joined our team in December at a very busy time for COM1 - she was certainly thrown in at the deep end - interviewing candidates from day one!

Shannon has been a huge asset to the team and it's been a pleasure getting to know her! Thanks for your hard work so far Shannon and welcome to the team," said Izzy Bullas, Divisional Manager.

We asked Shannon to share a little about herself and this is what she had to say.

"I have been married for seven years and we have recently bought a house that needs renovating, so this takes up a lot of my free time. I am a Jehovah's Witness and have two sisters and three brothers. Moving from retail has been an exciting change for me. It's my first office job and I am really happy with it! It is really

rewarding to find people work. You get to help, in some way to improve people's lives," shared Shannon.



Shannon Dunn

Passed with 'Flying Colours'



Billy Stephenson

Many congratulations to Billy Stephenson and Chelsea Gardiner for passing their probationary period with Bailey Employment Services. There was never any doubt that they would both pass with flying colours!

"Well done to Chelsea and Billy on passing your probation. It's an absolute pleasure to have you both as part of the team here in Goole. Billy is doing a great job as a Consultant on the industrial division and is a great addition to the team with his positive and upbeat attitude. Chelsea is absolutely flying in her role as Resourcer and is now a well-established member of the Lloyds team, so much so she is helping to train the newest member of the team, Shannon Dunn. Keep up the good work guys," said Lisa Gresham, Branch Manager, BES.



Chelsea Gardiner

Key to the office door for Liam

We are delighted to share the news that Liam Beresford has been promoted to Branch Manager for TBC Peterborough. Many congratulations Liam, we wish you all the very best in your new role.

Liam started his career with TBC at the Peterborough Branch in July 2011 as a Trainee Industrial Consultant. During that time Liam has witnessed many changes including a move to a new location, transfer to the HGV desk and colleagues come and go.

"It is pleasing to see that Liam's hard work, dedication and resilience, over the past 10 years, have seen him progress through the ranks and it was a proud moment to give him his most recent promotion to Branch Manager. I am confident the branch will reach new heights under his leadership," commented Dipak Patel, Senior Manager, TBC Peterborough & Cambridge.



L to R: Liam Beresford being congratulated by Dipak Patel

Kirsten, Justyna and Julia smash it!

Here are the results you've all been waiting for! The Winners of the North-West RORM Sales Competition.

Darren Ainge explains the backdrop to the competition. "What a year we've all had to deal with in so many ways. Apart from the obvious C word that we all hope will soon become a thing of the past, there's been IR35, the knock-on effects of Brexit and the acute labour shortage to contend with. Many branches have experienced short staffing, either as a result of localised outbreaks of the virus, or delays in attracting quality candidates to fill our own internal vacancies - I'm sure at times it's felt like sales has been the last thing on our minds.

"Well for many of you and three in particular, the sales machine that is The Best Connection, made up of all of you

in the branches and supported by the Sales Support team in Topaz, has definitely continued to produce the results. In fact - record results for new business net margin developed in the North West RORM area in one year - so, a huge well done to you all," added Darren.

The Results

Divisional Manager Senior
Consultant League Winner

Kirsten Greenwood
TBC Blackburn

Consultant League Winner

Justyna Salata
TBC Telford

Year 1
Consultant League Winner

Julia Rawcliffe
TBC Preston

Kirsten and Justyna are both from branches that have faced internal staffing issues this year, so their achievement as winners is especially worthy of note and although Julia Rawcliffe, Preston, comes from a branch with a healthy level of staffing, her new business net margin along with the work she has undertaken supporting her colleagues in servicing over 450 temporary workers daily has been exemplary.

"As delighted as I am to announce the winners, I'd also like to thank each and every one of you for your effort and support this year. I know it's amongst the toughest we've ever faced, probably only beaten by 2020! However, yet again you've outdone yourselves in everything you've achieved," explained Darren.



L to R: Lorraine Gandy congratulating Julia Rawcliffe



Justyna Salata



L to R: Lorraine Gandy congratulating Kirsten Greenwood

Louise is Worthing's worthy Consultant

Congratulations to Louise Ellis on progressing from Administrator to Recruitment Consultant in Worthing.

Louise has held the post of Branch Administrator for over seven and a half years, and now joins Hollie O'Brien on the HGV desk. She follows in the shoes of a number of TBC Administrators across the branch network who have moved into a sales role.

As well as acquiring a broad knowledge of TBC systems and procedures whilst an administrator,

Louise has also developed a good understanding of the role of a consultant. Encouraged by this, she has recently taken on the consultant position and is looking forward to learning new skills and tackling fresh challenges.

Since becoming consultant, Louise has made a very strong start to the year and under the guidance of Branch Manager, Daniel Hoey, is surely destined for success in 2022.

Louise Ellis



Promotion in Grimsby for Jayme



Jayme Sephton

We are thrilled to announce promotion for one of TBC Grimsby's team members who was given the good news at the end of last year. What a great Christmas present! Jayme Sephton progresses from Senior Consultant to Divisional Manager. Many congratulations Jayme!

Jayme joined The Best Connection on 6th January 2014 when TBC opened a branch in Grimsby based in serviced offices near the town centre. After becoming established in the area, business growth quickly followed fuelled by the success of Jayme's Industrial desk. This led to a branch move to larger premises to accommodate growth for the industrial team. Since then, in a Senior Consultant capacity, Jayme has developed the client base and bookings are consistently over 100 per day with weekend shifts allowing clients to operate seven days per week.

International Women's Day

On Tuesday 8th March we celebrated International Women's Day by sharing photos on social media of some of the many wonderful women who've worked at TBC for around the past 10 years & longer!

International Women's Day provides the opportunity to highlight the social, economic, cultural & political achievements of women.

At TBC we are proud to embrace gender equality and opportunity.



Jess receives DM role

2022 is a bumper year already for individual successes and promotions with TBC Barnsley's Jessica Godfrey receiving her promotion to Divisional Manager for her outstanding work. Many congratulations Jess!

Jess started out at TBC as a Recruitment Consultant three and a half years ago. She added the Senior title in August 2019 whilst working on the industrial desk.

"Jess has played a huge part in the success of the Barnsley branch since joining us in 2018. She worked through

most of the pandemic before going on maternity leave. Since returning to work she has helped the team to achieve its most successful year since the branch opened," commented Scott Richmond, Senior Manager.

In her new role as Divisional Manager Jess will oversee the HGV and IND desks. When she's not at work, Jess looks after her two children, Ruby and Charlotte, enjoys cooking and walking and is looking forward to getting married to her partner, Tom, in September.



Jessica Godfrey

National Apprenticeship Week 2022 & Directors' Apprentice of the Year

After last year's successful National Apprenticeships week celebrations, 2022 was set to be an equally exciting opportunity to recognise the importance this route to work plays at The Best Connection. It was also year two of the Directors' Apprentice of the Year competition which again received an amazing array of responses from across the business.

This year's Directors' Apprentice of the Year competition was enthusiastically supported and attracted 88 nominations for 31 apprentices. The quality and number of entries made the judging process very challenging as all were worthy contenders.

"National Apprenticeship Week gives us the opportunity to step back and acknowledge the part our apprentices play in the success and culture of our business. 2022 has been another successful year with 95 apprentices on the training programme developing skills they will need to be successful in their careers at The Best Connection. Since running the apprenticeship scheme we have helped to develop and shape



talented individuals, many of whom have gone on to establish successful careers in the business. For those looking for an alternative to traditional academia, apprenticeships at The Best Connection offer real-world experience and hands-on training that gives a footing for future success," explained Neil Yorke.

Congratulations to all the nominees and a very well done to those of you that have received an award.

2022 Winners



Haley Wilson
TBC Carlisle
Outstanding
Branch Administrator



Chloe Wood
TBC Mansfield
Directors' Apprentice of the Year
Award and also the final 30th Year
Award to celebrate TBC's 30th
anniversary



Ella Griffin
TBC Bristol
Outstanding
Recruitment Consultant



Jack Ainge
Recruitment Consultant - Wallsall
Recruitment
apprenticeship standards



Lauren Beedon
Recruitment Consultant - Birmingham B1
Recruitment
apprenticeship standards



Shawnie Berry
Recruitment Consultant - Wallsall
Recruitment
apprenticeship standards



Gemma Bowdler
 Recruitment Consultant - Birmingham B3
 Recruitment apprenticeship standards



Alex Calder
 Recruitment Consultant - Scunthorpe
 Recruitment apprenticeship standards



Kelsey Cane
 Recruitment Consultant - Cannock
 Recruitment apprenticeship standards



Connor Clarke
 Recruitment Consultant - Doncaster
 Recruitment apprenticeship standards



Lucy Cooper
 Branch Administrator - Taunton
 Business Administration apprenticeship standards



Phoebe Gavin
 Recruitment Consultant - Staines
 Recruitment apprenticeship standards



Rebecca Godber
 Branch Administrator - Nottingham
 Business Administration apprenticeship standards



Jodie Healey
 Recruitment Consultant - Sunderland
 Recruitment apprenticeship standards



Brittney Leddington
 Branch Administrator - Dudley
 Business Administration apprenticeship standards



Paul Morton
 Recruitment Consultant - Middlesbrough
 Recruitment apprenticeship standards



Caitlin Murphy
 Recruitment Consultant - Newcastle
 Recruitment apprenticeship standards



Jade Newton
 Branch Administrator - Plymouth
 Business Administration apprenticeship standards



Julia Rawcliffe
 Recruitment Consultant - Preston
 Recruitment apprenticeship standards



Hannah Roe
 Recruitment Consultant - Cannock
 Recruitment apprenticeship standards



Malaurie Saurin
 Branch Administrator - Worthing
 Business Administration apprenticeship standards



Leoni Shannon
 Branch Administrator - Blackburn
 Customer Service Practitioner apprenticeship standards



Oliver Watkins
 Recruitment Consultant - Crawley
 Recruitment apprenticeship standards



Olivia Wellington
 Branch Administrator - Coventry
 Business Administration apprenticeship standards



Stacey Yeomans
 Recruitment Consultant - Birmingham 1
 Recruitment apprenticeship standards

Q4 Sales Success for Luke

Luke Davies from TBC Exeter has taken the 4th Quarter of Darren Pollard's Sales Competition title for the Trainee- Consultant section bringing on nine new clients in the process. Well done and congratulations on a sterling effort Luke!

"Paul Crocock and I would like to congratulate Luke on a great 4th quarter result in the Trainee-Consultant league of Darren's Regional Sales Competition. From September to the end of November Luke

converted an impressive nine clients. Luke joined The Best Connection in September 2019 as an apprentice with this being his first proper job after leaving school. He came in with enthusiasm and a keenness to learn, then COVID hit and he was furloughed! Luke came back from furlough with a positive mindset and helped to rebuild the driving plan," said Jerome Francis, Branch Manager.

Luke Davies



Chris Thomas & Julia Marshall

Julia wins 2021 Q4 sales title

We are delighted to share that Julia Marshall, TBC Birmingham, has won Darren Pollard's Q4 Senior Consultant and above Sales Competition for 2021 with four new clients onboarded. Congratulations!

"What a super effort all round Julia. The prizes keep mounting and the trophy cabinet keeps growing. I am very proud of your efforts in 2021 and to see you take the Q4 title was amazing. Keep up your efforts in 2022 and I am sure you and B1 will have a solid year again," said Chris Thomas, Branch Manager.

Frankie is top of the tree

There can only be one overall winner for Darren Pollard's Sales competition 2021 and that is Frankie Minichiello, TBC Taunton, who brought on an amazing 10 new clients and generated significant new business margin. A huge congratulations Frankie and good luck in defending your title in 2022.

Frankie Minichiello



Promotions at TBC Inc

In news from our colleagues at TBC Inc, Canada, we would like to announce two 2022 promotions at the Woodbridge office.

Please put your virtual hands together to congratulate our very own Sitara Ramessar for her achievements and success this year. Sitara has been promoted to Divisional Manager. This is a huge achievement and very well deserved. Great job Sitara, we wish you the greatest success in the upcoming year!

Our second promotion announcement is Jodian Jones who has been a Payroll Administrator at TBC Inc since August 2019. After three years of hard work, dedication and exceeding everyone's



Sitara Ramessar

expectations, Jodian will now be TBC Inc's one and only Administrative Coordinator! Congratulations Jodian! In this capacity she will be leading payroll and administration across the branch network and will oversee and create

common processes for the business. Jodian will be the main point of contact to assist with any challenging payroll queries, or administration concerns and will be working closely with senior management to ensure TBC back-office operations run seamlessly.



Jodian Jones

Monika rockets to Senior Consultant

It has to be said that TBC is full of talented individuals who can also recognise ability in others. In this profile we look at Monika Rogalska, Senior Consultant, who has been promoted after a short period with the company. We share what makes Monika special!

The interview

Monika originally applied for an Administrator role with TBC having previously established a good level of on-site recruitment experience. Due to her background, she was asked if she would be interested in a role as a Recruitment Consultant as a vacancy was available. Monika initially took some persuasion but eventually was convinced - by Wayne Scott Henshaw - to join TBC as Consultant in May 2021.

"I am so glad that I joined The Best Connection and was persuaded to take the role of Recruitment Consultant. I am very proud of my own achievements but am equally proud of the team in branch and the collective efforts of everyone. I am driven and have ambitions for further progression in the future and hope that our Doncaster branch continues to smash it in 2022! I am very grateful to Wayne for his support and determination to bring me on board and am so happy that he has recognised my passion for recruitment," said Monika.

Quick promotion

There's no holding a good man or woman back! Monika was promoted to Senior Recruitment Consultant on 1st December 2021 which was a very speedy progression within the business and testament to her outstanding performance levels.

Clients

Monika has converted a multitude of clients in her short time with TBC and has been overwhelming in her ongoing support for clients like Lidl and the NHS who place high demands on

her desk. She will work until midnight if that's what it takes to service the needs of clients.

Prior experience

Monika had worked for another agency in South Yorkshire since 2017 and had been specialising in on-site work as an Account Manager. This had provided her with exposure to recruitment processes but was limited to a single client.

A little more

Monika has earned this promotion by being dedicated and passionate about her job. She is proud of working for The Best Connection and is a valued member of the team. She does not want to leave the office with anything outstanding and will be advertising positions on various platforms as late as 1am! She has simply been outstanding and goes beyond the call of duty on a regular basis.

"Monika has been a breath of fresh air ever since she stepped through the branch doors. She is an example to anyone in demonstrating what it takes to be successful in our industry. I am proud of her progression and my only wish is that she would get some sleep sometimes and recognise the need for a rest! She is absolute dynamite this lady, Well Done Monika!" says Wayne Scott Henshaw, Branch Manager, TBC Doncaster.

Monika outside of work

Monika is proud of her Polish roots and has embraced British life and loves music and attending gigs. When she's not working Monika loves reading books - on any subject - and has a real head for literature. She studied for a degree in Polish Literature and Philosophy in Poland.



Monika Rogalska

Craig and Niki celebrate 10 Year Awards



Niki Archer & Andy Sweeney

Long service awards are always an absolute delight to share and celebrate. In this edition of Best News we congratulate Craig Robertson, Branch Manager, TBC Mansfield and Nicola 'Niki' Archer, Group Purchase Ledger supervisor, Topaz, for reaching this wonderful milestone in their journey with The Best Connection.

Niki's role means she processes all the bills and makes sure that all of the company's suppliers are paid on time!

"Niki has been a valuable member of the team over the past 10 years. Not only ensuring all our suppliers are paid on time but willing to help with any additional jobs I have thrown at her! She is like a mum to us all and looks after everyone, from making sure we are fed to being the first to help in any emergency," said Gurinder Khatkar, Group Finance Manager.

Congratulations to Craig and Niki and here's to the next 10 years!

Henry and Kayleigh share promotion honours

The team at TBC Coventry have good reason to celebrate with two promotions in as many months!

Huge congratulations go out to Henry Alonso who has been promoted to Divisional Manager of the HGV division and Kayleigh Walsh who has been promoted to Senior Consultant on the Industrial desk.

Henry began his career with TBC in January 2018. He quickly



L to R: Henry Alonso, Andy Presley & Kayleigh Walsh

showed his passion for sales and ability to build rapport with the HGV drivers. His success led to a promotion to Senior Consultant at the beginning of 2021. Later that year the opportunity presented itself for Henry to become involved in nurturing some trainees – which he embraced - along with achieving record-breaking division and new client results.

Kayleigh started work as Receptionist for TBC Coventry in 2014 taking on additional responsibilities over the following three years, including payroll duties. In 2017 she opted to change her career direction and moved to a Trainee Consultant position. Since moving to a sales role, Kayleigh has demonstrated how she is able to develop strong customer relationships and is extremely focused on filling every vacancy. At the beginning of 2021 Kayleigh set about meeting her targets and objectives needed to achieve a promotion. And she did just that, receiving her promotion just before Christmas. What a great present to yourself, Kayleigh!

“Congratulations Henry and Kayleigh, thank you both for your hard work and commitment. You both thoroughly deserve your promotions,” commented Andy Presley, Senior Manager.

Toni returns to TBC Walsall after 21 years

After a 21-year stint at TBC West Bromwich, Toni Smith, Branch Administrator, has returned to the Walsall Branch where her career began.

Toni joined The Best Connection in October 1997 after she was interviewed for a temporary role. She did such a good job the team didn't want to let her go and she was offered an opportunity to work for TBC Walsall as an Administrator. Following a brief spell at TBC Wolverhampton, Toni started what was to become an epic 21 year stay at TBC West Bromwich, where she has played a key role in the success of the branch. Toni's colleagues are sad to see her leave but delighted that she is only a stone's throw away.

“Toni has been an absolute joy to work with during her time in West Bromwich. Her organisational skills, work ethic and overall knowledge of the job have all been key ingredients in helping the branch grow, whilst ensuring that all administration was undertaken to such

a high standard. She will be sadly missed by all of us,” said Paul Young, Area Manager.

“Over the past 21 years, I have worked closely with Toni on a day-to-day basis. Throughout this time, she has been without doubt a major support to me and the team at the West Bromwich branch. Her infectious personality and

‘can do’ attitude towards meeting deadlines have been central to our success. Our loss will definitely be Walsall's gain,” added Indy Sanghera, Branch Manager.

To wish her well as she embarks on the next chapter in her TBC career, Toni was presented with a hamper from the team. All the very best Toni!



Back row L to R: Malcolm Brown, Amarjeet Aulakh & Jordan Dean
Front L to R: Noel Woodley, Colin Sheasby, Toni Smith, Indy Sanghera & Brigita Jankauskiene

Jamie kickstarts Kickstarter Scheme!

Congratulations to Jamie Allen who has joined Bailey Care Services, Melksham, as one of the first Kickstart Scheme candidates for the SWS Group. Welcome aboard Jamie! The scheme has been introduced by the Government to help 16–25-year-olds who are on Universal Credit or at risk of long term unemployment to find a job.

Jamie initially went to the Job Centre for some support with looking for work after completing his degree in English Literature. One option on the table that was of interest to him was a position at BCS through the Kickstart scheme. Without further ado, he applied and was interviewed for the role. As this was Jamie's first job, he was a little nervous being interviewed over the phone, but soon found his confidence. He has since relayed to his co-workers that everyone was helpful throughout the interview process and that they made him feel

comfortable from the moment he walked in to the moment he left.

In his first month he has enjoyed getting to grips with a variety of tasks. There's a lot to learn and he's taken to it enthusiastically. As part of his training, Jamie has also been shadowing different team members and taking on office tasks. Jamie has completed 16 e-learning modules relevant to the employment and healthcare industries and has set his own personal objectives for the next six months. He won't be alone in his endeavours as he will be supported by the Melksham team and the SWS training team who will develop a learning plan and review his progression throughout.

Watch this space for future updates on Jamie's journey!

Jamie Allen



Words say it all at **New England Seafood**



For one of the UK's premier suppliers of fresh and frozen premium sustainable fish and seafood, New England's human resource planning is critical to running a smooth operation and that includes its temporary workers. Since becoming a TBC client the partnership has blossomed and future planning is a key part of joint success. In a recent recruitment drive, the client granted TBC permission to use New England Seafood's logo and place a 'recruiting in partnership' banner on the company's perimeter fence for all to see.

The relationship began in 2015 when Jayme Sephton, who was a consultant at the time, brought New England Sea Food, Grimsby, onboard as a new customer supplying a handful of temporary workers. Since then, the contract has grown significantly. New England Seafood has remained a loyal customer and entrusts the TBC team to support its temporary staffing requirements to meet demand.

Well done to Jayme, Aleks and the TBC team for your hard work in building the relationship and working in true partnership. And thank you to New England Seafood for the joint banner Ad.



L to R: Jayme Sephton, Divisional Manager, TBC Grimsby & Aleks Kreicbergs, On Site Co-Ordinator

All change at TBC Sheffield and Chesterfield



New TBC Sheffield office

There has been lots going on at TBC Sheffield and Chesterfield but don't worry as its all-good news to report. First off, a promotion! We would like to congratulate Tom Cottingham who was promoted to Senior Manager, overseeing the Sheffield and Chesterfield branches from January 2022.

Tom started his career with TBC as a Trainee HGV Consultant in Sheffield in 2007 having previously worked as a mechanic. Despite his lack of direct experience, his enthusiasm for a career in recruitment and desire to join TBC was overwhelming at the interview and he impressed both Paul Young and Dave Walter. Well, he must have because he got the job!



L to R: Tom Cottingham & Darren Smith

Fast forward to 2014, Tom was promoted to Divisional Manager. He recalls: "This was one of my proudest moments. Becoming the manager of the branch where I started out as a trainee. Who says it's a must to have previous sales experience to be successful in TBC?!" said Tom.

Whilst Tom changed his career direction, he still maintained an interest in car mechanics and loves spending his spare time restoring vintage cars. He admits to having borrowed his dad's suit for the interview as it was his first interview and he didn't own one (and yes, apparently it was too big!). Today, Tom is also a Social Media Champion for the NE RORM and is doing a great job!

Other news

- After many years in the City Centre, TBC Sheffield has now moved to a new, out of city location closer to clients.

- Following his 4-year management of the Chesterfield branch, Darren Smith has transferred to TBC Sheffield to take up the challenge of managing a city branch closer to his home.

- This has led to another transfer as Dave Walter, who was previously the manager of TBC Nottingham, has now taken the manager's position in Chesterfield. This is a strange turnaround for Dave as his first management role for TBC was in the Chesterfield branch in 2005. He has subsequently managed Sheffield, Sutton in Ashfield and Nottingham branches before returning to Chesterfield.



Dave Walter

Aviation Connection Roadshow

We are all aware that employment levels are currently at a high so finding new candidates can be challenging. You know what they say though – when the going gets tough, the tough get going and that's precisely what Aviation Connection has done by organising a roadshow to drum up interest in the locality.

To respond to customers' growing demands in Bournemouth and Gatwick Airports, the Poole and Crawley teams have been out on the road attending their local job fairs in search of candidates. And, as the pictures of

smiling faces can testify, it was great fun as well as hard work. With well over 200 vacancies to fill across the two Airports for roles including ramps agents, cleaners and security personnel, the teams certainly have their work cut out

but where there's a will there's a way!

It is great to see people out and about attending these events and having real face to face conversations!



L to R: Lydia Wojtczak and Emily Robinson



L to R: Charlotte Coughlan, Kayleigh Eldridge & Natalia Uzun

Gemma makes great progress

Gemma Nye has been featured previously in Best News for her success within the Melksham branch and subsequent promotion to Senior Consultant. Gemma was delighted with her promotion last year and was thrilled to tell us the salary increase from this promotion enabled her to secure a mortgage and she moved into her very own first home in September last year. Congratulations Gemma!

Gemma is now progressing her career path towards Divisional Manager and is keen to develop her own skills as well as growing the branch. This has led to her completing in-house and external training including Level 4 Advanced People Handling and Risk Assessment Key Trainer's Certificate for which she received an overall pass and a distinction in her manual handling

theoretical knowledge.

"I have been supporting the training delivery in Melksham for some time and I am confident of my knowledge in the office, however, I was anxious that I would be out of my depth in the trainer course as I have never worked as a care worker and was worried that I may be asked things I did not know! I really enjoyed it and found I knew more than I have given myself credit for. I still couldn't believe I had passed though and was still anxious for seven days after the course until the certificate came through confirming that I had actually passed," said Gemma.

It doesn't stop there for Gemma as she continues to develop her management skills further taking on the Principles of Team Leading qualification.

Well done Gemma and may you have continued success and development throughout 2022!



Gemma Nye

Chloe Joins BCS as Trainee Consultant



Chloe Von-Baily

Welcome to the BCS team Chloe! We are delighted to tell you all that Chloe Von-Baily has joined BCS as a Trainee Consultant based in Melksham. She joined the team in December and has been quickly coming to grips with the role. Congratulations Chloe!

Prior to joining Bailey Care Services, Chloe spent a number of years as a support worker before joining supermarket retailer, Aldi. After 10 years she decided she needed a new challenge, spotted an opening at BCS and applied straight away.

"The interview process was quick. After a screening call, I was invited to a face-to-face interview the very same day. A few hours later I was asked to attend a 'shadow day' and following this I was offered the job. I was amazed at how quickly it all moved and so happy to be offered the position.

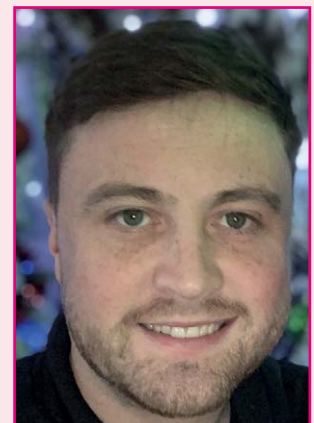
"Since starting in December I have learnt so much. I am loving every day, each day is different and the time flies. Everyone in the office has been welcoming, friendly and helpful and I already feel very much a part of the team. I look forward to seeing what each new week of learning will bring," said Chloe.

Cee-Jay becomes Pompey's Branch Manager!

Huge congratulations to Cee-Jay Jones who starts 2022 as TBC's Branch Manager in Portsmouth. Very well done Cee-Jay!

Cee-Jay joined The Best Connection as a Consultant in September 2012 and has since worked his way up the ranks. In 2021, as Divisional Manager, he was responsible for the recruitment and development of a highly consistent and successful industrial division team.

In the role of Branch Manager, Cee-Jay will now oversee an established HGV division, as well as building on the success of the industrial operation by opening a 3rd desk.



Cee-Jay Jones

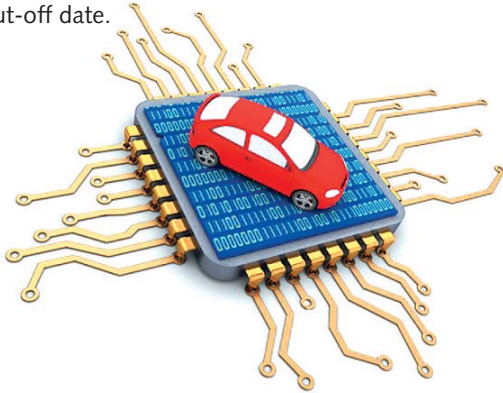
Trucks & Vans in Short Supply

2022 commercial vehicle availability

Whilst online consumer business has been driving a boom in distribution services in the UK, global factors have been conspiring to reduce the availability of new vehicles to support demand. The main culprit for this – semiconductors.

The semiconductor or more commonly described 'chip' market remains challenging and poses the biggest obstacle to vehicle manufacturing output. Chips are used in a broad array of devices including sensors, navigation systems, connected technologies and infotainment to name a few.

As a consequence of production lines shutting and associated component order cancellations during the pandemic, many chip providers have prioritised other markets, particularly the electronics sector – including cloud computing and mobile phones - which has rocketed during this period. Trade sanctions against China have also resulted in large chip orders placed to beat the cut-off date.



Due to the chip shortage, new vehicles are in short supply, delivery times have, in many cases, increased significantly and demand remains high. Many analysts are forecasting a slow return to normal conditions in 2023.

Advice to customers – book early!

So, what can customers do to minimise the impact of the commercial vehicle shortage?

Helen Davey at City Transport Solutions says it's imperative for businesses to plan and book their vehicle requirements as early as possible to avoid disappointment.

"We take pride in offering a responsive service for last-minute requests for all commercial vehicles, but it is now far more challenging to source vehicles in a short timeframe. In recent years we've seen specialist vehicles being booked in advance and for long durations at a time. Now, we are urging our clients to plan ahead for their vans too as all categories of commercial vehicles are in short supply."



City Transport Solutions

Richard Spearheads Training Division

One of Backline's longest established and experienced team members, Richard Stentiford, has been tasked with developing the company's training division to take advantage of market demand for HGV drivers. Congratulations Richard – you are the man for the job!

With over two decades with the business Richard knows a thing or two about driving, having trained and worked as an HGV driver and trainer. In his new capacity he will be recruiting additional training roles to support the teams in Avon and Christchurch and is keen to encourage those working in the

business who may like to consider upskilling to move into training.

"Richard has an extensive understanding of the business, as a driver and as a trainer and was the obvious choice to spearhead the continued growth of the division," said Julian White, Chief Operating Officer at Backline Logistics.

Recent figures from the Office for National Statistics indicate that the number of HGV drivers in the workforce is still showing a downward trend, but stabilising. According to its Vacancies Survey, there were 52,000 vacancies in transport and storage during the three-



month period July to September 2021, the highest on record.

"We have been fortunate enough to enjoy sustained growth over the past few years within the Training Division at Backline. With the industry under increased pressure competing for the best, more experienced and skilled drivers, this trend is only set to continue," commented Richard.

Trevor Higgs Promoted to Senior Sales Manager

Huge congratulations go out to TBC Sales Manager, Trevor Higgs, who has been recognised for his hard work and talent with a well-deserved promotion to Senior Sales Manager. Well done, Trevor, after another successful year there's no stopping you!

Trevor joined TBC Leicester as a Trainee Consultant in 2011 under the guidance of Paul Tavinor and Dave Schilling. He was promoted to Senior Consultant in 2013 and ran a successful A-Z plan and recruited a number of trainees - some of whom remain with the business today.

He moved to the TBC Coventry branch and was promoted to Divisional Manager and subsequently relocated in 2016. During this period, Trevor had his first experience of running an Onsite contract that required managing over 200 temporary workers along with full added-value services.

In 2018, following a recommendation

from Dave Schilling, Trevor joined the sales team. He soon found his feet and secured his first major contract win with supermarket giant, Lidl, which has since developed into a Key Account. Numerous additional contract wins followed including; Gemalto (TBC Portsmouth), Herman Miller (BES), Newrest (TBC Crawley), WHS Plastics (TBC B2), Blok n Mesh (CMS), Magna Banbury (TBC Oxford), ILG (TBC Northampton), Milk & More (CMS), Import Services and most recently, Gestamp (TBC Wolverhampton) where the branch team have done a fantastic job growing this customer into a strong added-value account.

"Trevor has led tenders and converted sales of more than £23 million since he joined the sales department and his commitment to maximising opportunities for TBC across the network is evident in his work, day after day. Hard work and dedication have given Trevor excellent results and



Trevor Higgs

his well-deserved promotion," said Melanie Gamblin, Head of Sales.

Shaun's Loyalty 'thank you'

With the hustle and bustle of everyday life at TBC, it is important not to forget the amazing loyalty and commitment our temporary workers demonstrate on a daily, monthly and yearly basis. One such individual is HGV driver, Shaun Gray, who has worked with the team at TBC Hull for over a decade.

Shaun has enjoyed the variety of work he has been tasked with over the past 10 years including assignments at Eclipse Transport, Cool Solutions, Jacksons Bakery, Longs of Leeds, Middlegate Europe and more recently with Cranswick Country

Foods and W H Bowker, the later spanning 96 weeks.

As a small thank you for this incredible milestone, Shaun was presented with a Service Award Certificate and voucher.

"We would like to thank Shaun for his hard work and the loyalty he has given to our business. It is very much appreciated and we look forward to many more years working together," said Ian Woodcock, Senior Consultant.



Shaun Gray presented with Service Award certificate from Ian Woodcock



Christmas Competition Winners

Well, it may feel like a lifetime since we used the word Christmas, but the festive period gave many of us the opportunity to have a bit of well-earned fun after another year of restrictions. TBC Hull, Grimsby, Scunthorpe and Bailey Employment Services, Goole, were no exception in throwing themselves into a regional competition that tested their design skills and imagination to the full.

The challenge for the teams was to create the best Santa Clause and Christmas Tree and to present their creations over a video call which they duly did on Friday 17th December. Up for grabs was a bottle of Christmas Spirit chosen by each of the winners.

The Christmas Competition Winners 2021 were . . . TBC Scunthorpe. As the picture confirms, they certainly put on their best Christmas attire. Congratulations and well

done to all the teams for making such a great effort and of course, particularly to the winners.



R to L: Dave Gibson, Alex Calder, Ligita Volkova, Shaun Seaton, Adele Jacklin (Mini Shaun) & Ella Girdham (Nicola Christie was unavailable for the photo)

Fantasy Football -

We are now approaching the final run in for this season's league.

Due to some personnel changes, the league looks a little different to that posted on the Fantasy Football website.

TBC Stockport's Andy Nuttall, a stalwart of the league, finds himself in first place, 27 points ahead of Chris Durham, TBC Derby. Our colleagues in Canada, Tommy Stenlake, third place, and Harrison Turner in fifth, are still in the hunt for glory . . . could the title be going across the pond?

As the season draws to a conclusion with a few double weeks ahead for some teams, due to FA Cup and Covid postponements, the margin between glory and heartbreak will come down to the manager's tactical decisions - if they have the options available. They will be pondering when to play their wild card, when to use their free hits, who to choose for their captain, when to use their triple points option for their chosen captain and

finally, when to give their bench the opportunity to score points.

There will definitely be a lot of head scratching for the managers over the next few weeks.

Latest Standings

1	Long Dong Silver	Andy Nuttall	Stockport	1692
2	Ben 10 + 1	Chris Durham	Derby	1665
3	AFC Stenners	Tommy Stenlake	Hamilton (TBC Inc.)	1656
4	Seatons Saviours	Shaun Seaton	Scunthorpe	1640
5	The Pensioners	Harrison Turner	Hamilton (TBC Inc.)	1625
6	Arteklers	Joe Williams	Bradford	1622
7	Crouch Potato	Oliver Darley	Topaz	1593
8	JMB XI	Jack Murray Bedding	Oxford	1589
9	Dunder Mifflin	Matthew Smyth	Derby	1586
10	Pass Masters	Joe Hemming Nash	Watford	1586

Maidstone move is a team effort

Moving a branch office is a logistical challenge. Business continues, customer requirements and demands persist – there are no excuses – the customer comes first! Because of this, the coordination of TBC's support services is crucial to a successful relocation project.

At the end of 2021, out of the entire branch network only Maidstone and Norwich branches were unable to gain access to Jigsaw due to infrastructure limitations such as lack of quality Internet access. One solution to this problem is to move offices and that is just what TBC Maidstone did. This wasn't the only reason for the decision as there were a lot of other aspects to consider.

The benefit of undertaking many branch moves includes gaining experience and learning from avoidable hiccups. After much experience the process is now streamlined and well-coordinated and TBC Maidstone, is testament to these improvements. The team moved offices in December last year and now have a more productive and collaborative space to work – along with the hotly anticipated access to Jigsaw.

Of course, the move and Jigsaw rollout didn't happen on its own. The project team, which included representation from Jigsaw project team IT, Facilities, Legal and Training, did a sterling job in delivering a smooth transition.

Carl Davis, Senior Manager, TBC Ashford & Maidstone, said: "The project was delivered seamlessly by the team. I would like to thank Andy Wilson, George Martin (Jigsaw), Utsav Gajjar (IT), Martin Thorogood, Lewis Stylianou (Facilities) and the legal team for working amazingly together to set up our new office. The introduction of Jigsaw will allow the team, and me as the manager, to bring the sales management to the same standards I am now used to in Ashford."

Lewis Stylianou from the Facilities Team based at Topaz, said: "It was a pleasure to be part of the team helping to deliver the new Maidstone branch. Each department went above and beyond and the results are proof of this."

David Morton, IT and Telecoms Manager, added: "Many TBC departments including the local branch, IT, Legal and Facilities departments have worked together with (and often against!), landlords, communication providers, management agents, solicitors, all sorts of surveyors and planners to try and get TBC Maidstone connected to the new, faster TBC network. When the decision was made to move the office to new premises, our focus switched, the pace increased and we finally connected the one remaining branch to the new network. This was another challenge that has been beaten with teamwork."



Jasmine Stone

Jasmine celebrates 5-year anniversary

Jasmine Stone, TBC Mansfield, has just completed five years' service with TBC. Many congratulations Jasmine.

Jasmine joined the business in December 2017 as a Regional Administrator, moved into sales as a Recruitment Consultant in May 2018 and was promoted to Senior Recruitment Consultant in September last year.

"I would like to thank Jasmine for her hard work and dedication and for achieving this milestone in her career with The Best Connection. She is a great asset to the company and has supported the branch tremendously," said Craig Robertson, Branch Manager, TBC Mansfield.

Welcome Leah Wilson

Onsite Coordinator

Please give a huge shout out to Leah Wilson who joined TBC recently as an Onsite Coordinator.

"Leah joined my onsite team as an Onsite Coordinator in October with no prior experience in recruitment. She's done such an amazing job running two sites for our onsite client, FPS, and has registered over 150 people already," said Debbie Shore, Senior Contracts Manager.

Although Leah did not have a background in recruitment, she did gain five years' experience in a customer facing role as a manager in a retail environment which put Leah in a great position for the onsite role, as it is very customer focused.

In her new position, Leah is responsible for 90 temporary workers deployed across three customer sites in Sheffield.

Daily activities include checking shift attendance, chasing absences and keeping all managers updated so that any issues can be resolved quickly. This includes producing a daily briefing report that is shared with managers at the end of every day. In addition, she manages temporary workers' holidays, queries, issues and payroll and recruits all her own staff. All of the temporary workers registered receive a 'pre-site' tour which Leah conducts along with team member, TBC's Contracts Manager, Jonathan Szymankiewicz.

"It has been an absolute whirlwind since the first day I started and I've loved every minute! It is such a nice feeling waking up to go to a job where I get to help people every day. I've had a great experience with TBC so far and had all the support required. It is a demanding



Leah Wilson

job at times but as a team we always make sure there is a lot of laughter too which is a breath of fresh air," said Leah.

Leah is keen to progress her career within the company and is currently working her way towards her first goal of being promoted to Contracts Manager in her first year with TBC.



Arron proves his sales mettle

It is a great pleasure to share the news that one of TBC's new recruits has passed his probation with flying colours! Congratulations to Arron Mitchell who joined the Swindon Branch team in June last year.

Arron brings to the table both sales experience and the client's perspective, having worked on the other side of the fence in a previous role. He now appreciates the challenges a recruitment consultant faces!

Arron Mitchell with daughter, Nancy

"In the short time he has been with the business, Arron has brought in new clients and wooed current clients. Arron also won the quarterly sales competition for our area, which was a great end to 2021 for him. We are looking forward to seeing what he can do in 2022. No pressure Arron!" said Kerry Porter, Branch Manager, TBC Swindon.

The team were recently able to meet Arron's lovely daughter, Nancy. It's clear to see she is the apple of her daddy's eye.

Carl bags Senior Manager promotion

Congratulations to Carl Andrews on being promoted to Senior Manager.

Carl joined The Best Connection in January 2018 as Branch Manager for the Cardiff operation and has certainly made a good impression as he was also given the responsibility for TBC Newport in April last year.

"Since Carl's arrival and under his management, both the Industrial and HGV client base and temporary workers out on assignment from both branches

have significantly increased. Both teams are consistently pulling out all the stops to become the number one go-to place for temporary workers and clients alike," said Darren Pollard, Director.

Carl currently manages a team of eight staff in Cardiff and six in Newport and has plans to increase the Cardiff team with the launch of an additional HGV and Industrial desk that will focus its efforts on the Swansea marketplace.



Carl Andrews

SWS VACANCIES

SWS Featured Vacancies

In addition to the featured roles below, more jobs with full descriptions can be found at:

www.thebestconnection.co.uk/joinus/

The **Best**
Connection
EMPLOYMENT GROUP 

Senior Industrial Consultant opportunities are available in the following TBC branches:

Bristol, Cambridge, Cardiff,
Nottingham, Plymouth
and Worcester

The **Best**
Connection
EMPLOYMENT GROUP 

The Best Connection has identified the following locations for future branches and has opportunities for current or aspiring Senior Consultants and/or Managers in:

Banbury • Basildon
Hereford • Swansea

The **Best**
Connection
EMPLOYMENT GROUP 

Senior HGV Consultant opportunities are available in the following TBC branches:

Gloucester, Leicester
and Reading

 **Bailey**
Care Services

Senior Recruitment Consultant opportunity available at:
Bailey Care Services in
Poole and Portsmouth

The **Best**
Connection
EMPLOYMENT GROUP 

Management Opportunities are available in our TBC Bristol and Manchester branches

Want more details?

Please contact Andy Guest on 0121 504 3065
or email andy.guest@thebestconnection.co.uk

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Paper from sustainable forestry