

Back on Track

Out and about across the UK, lives are gradually getting back to pre-Covid times. There is a positivity in the air and a 'business-as-usual' mindset from many of our clients. Despite the economic challenges driven by the war in Ukraine and low unemployment levels, there is a lot to celebrate and next month the Commonwealth Games will be in full swing in Birmingham where it all began for us.

At this year's 2022 Commonwealth Games 54 countries from across the world will come together to compete in a range of sports and as you will know, on this occasion we are very proud that Birmingham is the host city. It will be a great occasion and the organisers are promising to deliver a magnificent event that will include the largest fully integrated para-sport programme in its history. I hope many of you have been able to obtain tickets for your sport of choice.

We thought it would be a good opportunity to have our own charity event and have created the Tour de Best Connection relay. Inspired by The Queen's Baton Relay, which will visit all of the nations and territories in the Commonwealth, our own community across TBC has been preparing for a charity baton relay which will include two batons, our 85 branches and head office. In addition to the fun that you will have along the way, it is also symbolic of the importance of collaboration and connectedness as we work as a team. I look forward to tracking the batons' journeys from north and south to every branch and hearing your stories along the way.

In other news we share some insight into our new Modern Day Slavery (MDS) Champions who will be the go-to experts in the business if you need any help or advice. MDS remains a challenge in the UK and by virtue of the sectors we operate in we may be more likely to come across examples of this criminal activity in our day-to-day activities. We all need to be vigilant

and observant and ready to raise any suspicions we may have to our local Champion. Thank you to the new team for putting yourselves forward.

In this issue, across the SWS Group, Backline, CTS, Fleetmaster, Bailey Care Services and Bailey Employment Services all share updates and stories about new people joining the teams, business success and individual triumphs along with personal milestones. Welcome to our new joiners who start on their journey with the business and congratulations to those who have received promotions.



Andrew Sweeney

As a business we can be very creative when delivering one of our four core pillars – winning good business. Our ability to think laterally to identify quality business opportunities sets us apart from others. In this issue of Best News, we share some examples of this approach and the results that have been gained. Thank you for sharing your stories and photographs which gives so much insight into our business and community.

I hope you have a good summer and look forward to sharing photos of Tour de Best Connection in the next edition of Best News.

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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TBC's Jeff Gray looks back over 10 years

Jeff Gray, Area Manager, TBC Newcastle upon Tyne, shares a snapshot of his ten years tenure with TBC.

"It's been ten years with TBC and it has gone in a flash! I joined the business in May 2012 after previously working for a competitor for 14 years, so it was a major change for me but a positive one. Having worked for another national recruitment company I saw joining TBC as a fresh and exciting challenge and very quickly realised that the culture and beliefs of TBC were a good fit for me.

My starting point was in the role of Senior Manager for the North-East. I had responsibility for the Newcastle, Sunderland and Middlesbrough branches - or Tees Valley as it was then known.

Over the course of time business continued to grow and opportunities in the region led to the opening of a new branch based in Darlington in December 2016.

Since then, through a combination of internal promotions and external recruitment of talented individuals, the existing management team was established and have been instrumental in taking the business forward.

After a reorganisation of the business, my branches became part of the new North-East region in September 2019. Along with my management team we are now working under the guidance and support of Lee Harris and this has been a catalyst for further business growth. Things never

stand still in our business. We are always looking ahead to build the TBC brand and reputation in the region and I look forward to being part of the company's exciting future."



Jeff Gray



Ligita Volkova

Ligita Volkova has worked for TBC Scunthorpe since July 2020. She joined the company as a full-time Onsite Co-ordinator for Wren Kitchens. Due to a downturn in demand at Wren in 2021, Ligita was transferred to the branch to support the A-Z desk and recruitment.

In February this year, one of the A-Z clients, IAC, started a national tender process. The TBC response was managed

Dedication pays dividends for Ligita

by Melanie Gamblin who was to oversee the project. Melanie and Shaun Seaton recognised that the Scunthorpe IAC site would benefit from added value support to ensure the client was happy with service levels. Ligita was asked to pick up the mantle and to apply her depth of onsite knowledge to bring about operational improvements.

Ligita jumped at the chance and quickly embraced the role by developing a thorough understanding of the client's site and quickly developed relationships with key stakeholders. With the support of Debbie Shore, Senior Contracts Manager, Ligita implemented many improvements including a dedicated

mobile phone, daily contact, onsite plan with KPIs given weekly and T&A system, to name just a few.

IAC has welcomed the improvements with open arms and the site management team have an excellent relationship with Ligita. The number of temporary workers supplied has risen from 10 to nearly 40, with the competitor agency now only supplying a small number and weekly meetings with HR are going well.

Hard work and dedication have certainly paid off and we hope Ligita is very proud of what she has achieved.

Well done Ligita!

Leoni embarks on a Jigsaw adventure!

One of the benefits of working with The Best Connection is having the option to pursue a new career direction. If you possess the necessary skill set, desire and motivation you will not be held back from chasing your dream. Previous stories in Best News are testament to this and in this issue, we share news of Leoni Ward's exciting new role.

After 16 years as a Payroll Administrator and Payroll Supervisor at TBC Leicester, Best as One Champion, Leoni Ward, has embraced a new opportunity working in the HO project team as a Project Support Officer from March this year, supporting the Jigsaw project. Many congratulations Leoni on the new job and good luck for the future!

Following her involvement in various projects pre-COVID, where Leoni demonstrated her aptitude for the new role, Roxi Sweeney identified Leoni as a perfect candidate and approached Dave Schilling and Paul Tavinor to share her thoughts and with their blessing invited her to interview. Leoni was successful and offered the position working on the Jigsaw project.

Leoni has joined the team responsible for the ongoing delivery and development of Jigsaw. As you will have seen in The Best Week, the Jigsaw team have been incredibly busy sharing updates and creating supporting video guidance on the new features and functionality available in the system that will continue to transform the sales engagement process. Over the past 12 months, Jigsaw has come a long way thanks to the



Leoni Ward receiving her parting gifts

work of the team in conjunction with technology partner, DCSL.

Now on a new career path, Leoni said: "I am super excited to have started my new career - to be a part of the future of The Best Connection is an amazing opportunity that I am very grateful for. Roxi and the team have been amazing and very welcoming. I am looking forward to seeing the Jigsaw project evolve and seeing the huge benefit to the business. Thank you to all those in Leicester (my second family!), who made my time at the branch a truly memorable experience, which I will miss."

Outside of work, Leoni is very family-oriented and loves nothing more than a good cup of tea! Well done, Leoni, we all wish you the very best in your new role.

Olivia joins HGV team Grimsby



Olivia Mills

We are delighted to welcome Olivia Mills to TBC Grimsby. Olivia, who joined the business on 24th January this year as an Administrator, has entered the sales environment as HGV Consultant. Welcome to the team Olivia.

Jayne Sephton, Divisional Manager spotted Olivia's aptitude for a career in sales and was keen to give her the opportunity on the HGV desk to prove herself. Olivia was transferred to the plan in March and has already started to convert clients.

Olivia commented: "I started working for The Best Connection on 24th January 2022 as the Administrator at the Grimsby branch, which I enjoyed. In March, I moved over from administration to HGV consultant, to work alongside Helen Morris. I find it challenging but rewarding, this has been a great career opportunity for me, and I have now converted three clients with many more to come!"

Since joining TBC, Olivia has completed her Foundation Course and is now undertaking the Driver Tech training.

Good luck in your new role Olivia.

We are the Champions of Modern Day Slavery!

Despite the risks, Modern Day Slavery (MDS) continues to be active in the UK. With recent events in Ukraine increasing the number of potential vulnerable refugees, it is more important than ever to be vigilant to the tell-tale signs of this criminal activity. To help improve our coordination of MDS, we have created a group of internal 'Champions' to spearhead TBC's activities. More on this later in the article but first a brief overview of MDS and TBC's approach.

What is Modern Day Slavery? Modern Day Slavery is a criminal activity that exploits vulnerable people. It manifests itself in a number of ways:

Human trafficking The use of violence, threats or coercion to transport, recruit or harbour people in order to exploit them for purposes such as forced prostitution, labour, criminality, marriage or organ removal.

Forced labour Any work or services people are forced to do against their will under threat of punishment.

Debt bondage/bonded labour The world's most widespread form of slavery. People trapped in poverty borrow money and are forced to work to pay off the debt, losing control over both their employment conditions and the debt.

Descent-based slavery Most traditional form, where people are treated as property, and their 'slave' status was passed down the maternal line.

Slavery of children When a child is exploited for someone else's gain. This can include child trafficking, child soldiers, child marriage and child domestic slavery.

Forced and early marriage When someone is married against their will and cannot leave. Most child marriages can be considered slavery.

Signs to look out for

Many victims of MDS have fallen into this oppressive trap simply because they were trying to escape poverty or insecurity, improve their lives and support their families. Now, they can't leave. Some of the tell-tale signs of those suffering MDS may include:

- Physical appearance – those exploited may be malnourished and dirty and show signs of physical and psychological abuse.
- Few or no personal belongings – those being controlled by the criminals may have no personal effects or money to purchase food and may attend work in the same clothing.
- Isolation & control – exploited workers will rarely have any degree of freedom and will often be 'managed' by a third party. This may include calls made on their behalf to discuss availability, arrange shifts or documentation. They may also be taken to and picked up from work by their captors.
- Reluctant to seek help – those subjected to MDS may be reluctant to share their situation due to fear and reprisal. As such, they may avoid conversation and eye contact in order to keep a low profile.

The statistics are alarming:

- 40 million people are estimated to be trapped in modern slavery worldwide:

- 1 in 4 of them are children.
- Almost three quarters (71%) are women and girls.
- Over 10,000 were identified as potential victims by the authorities in the UK in 2019.

Ukrainian Refugees

According to the Home Office, Ukrainian refugees are at risk of the four main types of modern slavery as identified by the Home Office:

Labour exploitation: where victims are forced to work in a highly exploitative situation in which they cannot freely leave for other employment or exercise choice.

Criminal exploitation: where victims are exploited and coerced to commit a crime for someone else's gain. An example of criminal exploitation is the transportation and cultivation of drugs.

Sexual exploitation: where victims are coerced into sex work or sexually abusive situations. This includes child sexual exploitation.

Domestic servitude: which typically involves victims working in a private family home where they are ill-treated, humiliated, subjected to unbearable conditions or working hours or made to work for little or no pay.

What has TBC put in place?

TBC provides mandatory annual training for all staff to complete. The training helps staff to identify victims and what steps to take should they do so. TBC also undertakes investigations where three or more workers are living at the same address, sharing bank accounts and mobile phones. This is completed remotely with no communication to the workers. We work closely with Stronger Together and ALP to ensure due diligence.

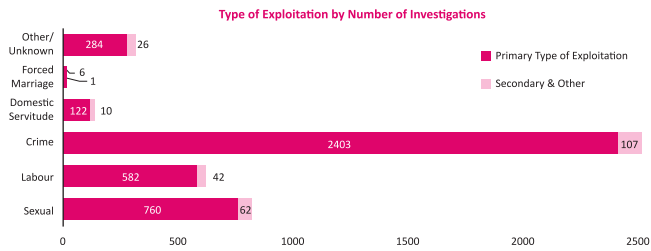
MDS UK investigations

The figures below have been taken from data released by The Modern Slavery and Organised Immigration Crime Unit and detail the number of cases that were investigated during March 2022.

- The most frequently identified perpetrator nationalities are: British - Romanian - Albanian - Vietnamese - Chinese - Iraqi - Polish - Slovak or Slovakian Lithuanian.
- The most frequently identified victim nationalities are: British – Albanian - Romanian - Vietnamese - Chinese - Polish – Indian - Lithuanian – Pakistani.
- There are currently at least 4,157 live Modern Slavery police investigations being undertaken across the UK. These are active investigations across all policing regions.
- There remains a strong correlation between suspect and potential victim nationalities.
- Of the 4,157 investigations, there are 623 (15%) Labour Exploitation investigations.

Investigations primarily tackle labour exploitation within a range of sectors; the most frequently occurring are:

- Car washes
- The food industry (preparation, service)
- Construction
- Manual labour
- Factories
- Health & beauty



Who are our new Champions?

Modern Slavery Champions are:

- **Hayley Hall** - Head Office
- **Paul Atkinson** – North West
- **Hayley Allen** - South West
- **Steve Leather** - South East
- **Danny Harlow** - North East
- **Lorraine Gandy** – North West

Hayley Hall

"Modern slavery is all around us, but unfortunately in a lot of cases goes unnoticed. This can be because the victim is reluctant to come forward because of fear. We all have a responsibility to ensure that our workers do not become victims of this crime. I wanted to be a champion to help staff in the branches be confident in the steps to take should they suspect any modern slavery and be comfortable raising any concerns no matter how big or small they may be," explains Hayley.



Hayley Hall



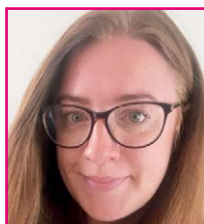
Paul Atkinson

"Modern slavery is a serious crime being committed across the UK - and in many instances in our own areas but without it being apparent - in which victims are exploited for someone else's gain. It can take many forms including trafficking of people, forced labour and servitude. Victims are often hidden away, may be unable to leave their situation, or may not come forward because of fear or shame. I wanted to become a Champion to ensure we as a company are dealing with this correctly and not missing the signs that could ultimately lead to helping or even saving someone's life. Having dealt with some of our larger clients where multiple people regularly share houses, I have some experience in investigating potential cases and thought my experience would be valuable in the Champions team," said Paul.

Paul Atkinson

Hayley Allen

"I was pleased to be asked to be a Modern Day Slavery Champion and I'm looking forward to doing the training and hope that I can help," says Hayley.



Hayley Allen

Steve Leather

"I decided to volunteer for the Modern Slavery Champion role, as I am not currently part of any other working groups, so felt it was the right time to get involved in the project," explains Steve.

Steve Leather



Danny Harlow

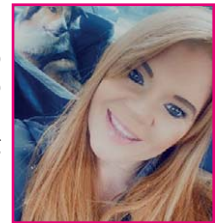
Danny Harlow

"As a company we have made big steps to deal with this issue, but up to now this has been at a more local level. I am proud to be invited into the team that will ideally unify and consolidate our local experiences, knowledge and best practice. I look forward to working with the team, helping to highlight issues and support the whole company to better understand and deal with the awful practice that is Modern Day Slavery," said Danny.

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Lorraine Gandy

"I was excited to have the opportunity to join the Modern Slavery Champion group as I am committed to ensuring that there is no modern slavery or human trafficking within our clients and company. I am excited to learn all about this subject and educate our managers and workers."



Lorraine Gandy

As part of their roles, our new Champions will:

- Raise awareness of Modern Slavery
- Keep information up to date and provide feedback
- Complete monthly investigations and report back to the RORMS
- Promote the different ways TBC workers can report concerns and suspicions

Stronger Together

TBC is a business partner of Stronger Together, which provides support and guidance for TBC as a labour provider and temporary workers direct. All branches have the Stronger Together poster displayed.

stronger together

tackling modern slavery in supply chains

Guidelines are currently being produced and will shortly be issued with further comms.

Roy Webb, Backline's Intrepid HGV driver



In this interview, Backline's HGV Driver, Roy Webb, shares his experiences as an HGV driver who has travelled extensively across Europe and North Africa.

At 36 you're breaking the stereotype of HGV Drivers being old, what was it about the haulage industry that lured you?

About five or six years ago I was working for HSS Hire in their warehouse and driving a VW Sprinter van when I was asked to help load the other vehicles. I'd often be in the big trucks driving them around the yard, reversing them into position to be loaded and then driving them back out to the yard. Once I sat in the driver's seat it felt like I was in a spaceship and it felt really cool. I've always enjoyed driving and it's something I'm good at, so I thought I'd explore opportunities further. HSS Hire had a long list of people who wanted to sit their Class 2 HGV Driving test, so I decided to put myself through it and I've never looked back.

Was Backline the first company you worked for as a full-time HGV driver? My first full-time job as a driver was with a company called Parsons, which was a client of Backline at the time. A mate of mine was a driver for Backline and he's the one who told me that Backline was actively recruiting for drivers, so I applied for a job and got accepted as a Class 2 driver. After 18 months I then decided to take my Class 1 HGV driving test, passed and started driving the big articulated lorries.

What do you enjoy most about working for Backline? I love the variety of jobs you are given, so no two weeks are ever the same. One day you can be driving a milk tanker around the winding roads of Dartmoor and the next you can be delivering a one-off shipment to a business in Ireland. You could be covering for another driver who's on sick leave, so you get used to becoming part of the team for a while too.

Training is a pre-requisite for operating HGV related equipment. As an individual driver do you have to pay for training out of your own pocket? When I did my HIAB training, Backline paid for the training course and also paid me for attending so that I didn't miss out on a day's wages. I completed that three and a half years ago and now I'm given all sorts of jobs around Devon that require a driver who's qualified to handle a crane.

During the Covid-19 pandemic you started working abroad delivering supplies to other European countries. How did that come about? Yeah, at the start of the first lockdown we were put on furlough to begin with but after a while we were told that furlough had to come to an end. Tim did all he could to find me additional work, but in the end, I signed up to work for another two haulage companies who were delivering goods in and out of Europe.

The trucks I was driving had sleeper cabs that were kitted out with a bed, TV and microwave, so everything you needed was all in one place. Throughout the lockdown there were only three European countries that I didn't visit. It was a great way to travel the world and get paid for the privilege. And you get to do really cool things too. There's a new Indiana Jones film

coming out soon and I was the one to deliver the props they used on set. I picked them up from Pinewood Studios in Hertfordshire and drove them to Morocco. I've delivered military vehicles to Ukraine and military supplies to North Macedonia, Kosovo and Albania.

Did you return to the UK during that time? The longest stint abroad was about two and a half months, but for the rest of the time I'd drive abroad, come back to the UK to see my family, do my washing and then head off again. Sometimes I'd pick up small jobs during the week in the UK before setting off again on the weekend.

What were road conditions like during Covid? There weren't any cars on the road, only other HGV drivers, so it was bliss! Everyone was super respectful of everyone out on the road. There weren't any traffic jams to get stuck in and no cars cutting you up or slowing you down on the motorway.

You are now back with Backline full-time, what made you decide to end your European driving adventure? Driving on your own and being out on the road for long periods of time is actually quite isolating. And even though it's nice to come home for the weekend to see your family, the time goes too quickly before you're off again. My girlfriend has a child and I started to resent not being around to see them and support them. I'd never say never to doing it again, but for the time being I'm happy to be back in the UK with my family and the Backline team.

Were Tim and the Backline team happy to have you back? Yeah, I think so! It's really great to be back. In some companies you just feel like another bum on the seat, but at Backline they make you feel part of the team and always put you and your needs first. In fact, I'd say they're the only employer I've ever had that truly cares about me. When I spoke to Tim about working abroad, he was really supportive and told me to do what's right for me and my family, which I think is rare in any industry, not just the haulage industry. He made it really clear that I'd be welcomed back and I'm glad to be back working for a company that's so friendly and welcoming.

And finally, if you were to give advice to younger generations about truck driving, what would you say? Hmm, it's interesting because when I was at school, truck driving was never mentioned as a career path - you either went into manual work, such as construction or engineering, or you went to Uni or got an office job. I think a lot of young adults would love the freedom that truck driving brings, as well as the stable income and a real variety of work.

It does take a certain type of someone to make truck driving a success because it can be lonely, but having an HGV licence is probably one of the most sensible things you can ever do as truck drivers really do keep the world turning.

Backline News

Backline Logistics Leighton Buzzard Supports Bimson Haulage

The team at Backline Leighton Buzzard have been working with specialist haulier to the construction industry, Bimson Haulage. Bimson delivers roof tiles, cast stone and architectural masonry to building sites on behalf of its client, Forticrete, using Moffetts.



Backline Exeter Outbase

Tony Oldham Joins Outbase as Weekend Office Assistant

Congratulations to Tony Oldham who has taken on the role as Weekend Office Assistant starting on 8th May. Tony began his journey with Backline as a van driver over two years ago. "We're always looking at ways to upskill our current workforce and improve the customer experience at Outbase Exeter. We operate all year round and felt it was important to have a permanent member of the team on board to oversee weekend activities," says Kelly Hughes, Outbase Manager. Good luck in your new role, Tony.

New client at Exeter Outbase

Following a client referral, Backline has secured a new client contract starting in June: GXO working with City Plumbing. Congratulations team!

Backline Training

Paul Warrener - HGV Driver turns Teacher

With the CPC training deadline of September 2024 not that far ahead and bookings already flowing in, Backline is planning well in advance to cope with demand. As part of the preparations, the training team is expanding and we welcome onboard James Hamilton and Paul Warrener. Paul is making the transition from being an HGV driver to a trainer.

"Paul is a very experienced HGV driver who has been a part of the Backline family since 2020. He decided that it was time to broaden his experience and we were happy to support him with his professional development and becoming a member of the training team," explained Richard Stentford, Head of Division. Paul is running the trailer training with vans and trailers (B+E licence holders). Over the coming months he will be completing a two-week AITT training course which will stand him in good stead to become a CPC instructor. All the best with your new roles James and Paul!



James Hamilton

Backline Recruitment - Fresh look for Website

Backline has refreshed its online presence. Check it out at backlinelogistics.co.uk

BACKLINE
LOGISTICS | RECRUITMENT | TRAINING

CANDIDATES / TRAINING / FOR CLIENTS / OUTBASE / BRANCHES / NEWS / CONTACT / LOGIN & ACCOUNT

BACKLINE
LOGISTICS | RECRUITMENT | TRAINING

COVID-19:
We are proud to remain operational throughout this time providing expert assistance to the Transport & Logistics sector.

HGV Class 2 HIAB Driver | £16.00-£21.33 | Avonmouth

Recruitment Manager | Yeovil | £30,000-£45,000 OTE

HGV Class 2 Tramping

TBC driver Jon Webb receives Chief Officer Commendation

Safety is everything on our busy roads. And in this story, an observant driver may well have helped to avert a potential accident by taking swift action.

Jon Webb is one of TBC's C+E Drivers. He started with the business in October 2020 and is looked after by the Middlesbrough team. Jon has been working for TBC's client, PD Ports, one of the UK's major port groups.

On a normal working weekend, an observation was to result in a tricky driving manoeuvre that Jon had never performed before – and hopefully never will again. Jon heroically stopped a drunk driver who was driving a class 1 vehicle in rush hour traffic on the A1 on the Sunday before Valentine's Day. He alerted the police and PD Ports traffic office when he saw the vehicle behaving erratically, at first believing the driver was experiencing a medical emergency.

The vehicle was swinging across lanes slowing down then speeding up narrowly avoiding a collision with other road users. Jon managed to carefully position his own truck alongside and then in front of the other vehicle before slowly bringing it safely to a halt on the hard shoulder.

Jon approached the other driver who was still in his cab insisting that Jon should allow him to drive onwards. He then removed the keys from the ignition and managed to get the driver out of the cab and detained him until the police arrived minutes later. The driver was found to be four times over the legal drink driving limit and was arrested immediately. Jon's statement and dashcam evidence helped secure a custodial sentence for the driver.

The police are convinced that without Jon's clear thinking, bravery and swift action, there would certainly have been



L to R: Jon Webb & Paul Garner

a catastrophe. To recognise his actions, Jon was invited to PD Ports' historic Head Office with TBC's Paul Garner, Senior Consultant, to receive a 'Chief Officer Commendation' from the company's CEO, Frans Calje and Neal Armstrong, Head of Operational Risk, Security, Policing and Resilience.

Commendations of this type are very rare and are only awarded to individuals who have performed exceptionally under difficult circumstances. The other recipients to be honoured on the day were the crew of a ferry boat who pulled a drowning man from the river and a Harbour Police Officer who resuscitated a collapsed jogger at the roadside.

Many congratulations to Jon for this courageous, selfless act that may well have saved the lives of others.



L to R: Frans Calje (CEO PD Ports), Paul Garner, Jon Webb & Neal Armstrong (Chief Officer PD Ports)

Tammy promoted to Senior Recruitment Consultant



Many congratulations to Tammy Clarke, TBC Wolverhampton, who has been promoted to Senior Recruitment Consultant.

"Since joining in April 2021, Tammy has been a real asset to the Wolverhampton branch. She is a quick learner, very driven to achieve the results and is focused on delivering a fantastic service to her clients and temporary workers. I have been really impressed with how Tammy has made a real effort to be part of the Wolverhampton team. She is viewed as a real team player by all her colleagues. Well done Tammy and we wish you all the best in your career with TBC," commented Wayne Tighe, Area Manager.

Daniel Edwards congratulates Tammy on her promotion

A Day in the Life of ...

Kerry Jones,

Branch Manager, TBC Kidderminster

How did you get into the industry? Believe it or not, I was a temporary worker, working nights in a factory while I was saving money to go travelling. I lived abroad for 10 years, travelled in India, lived in Holland, Germany, Ireland and the Canary Islands. I would work in the UK as a temporary worker and save money to travel. I was well liked by the clients, I worked hard and became a super temp, collecting time-sheets and checking temporary workers in. The rest is history!

What is it about Recruitment work that gets you out of bed in the mornings? I love the fact no two days are the same. I love being involved in so many different industries; transport, manufacturing, food production, automotive. One minute I'm walking around a brick factory, the next I'm in a board meeting with Directors negotiating for business. I love dealing with people from all walks of life, helping people find work and solving issues for clients. I love managing a team and motivating them to be successful. I love how fast paced this Industry is - it keeps me on my toes and challenges me every day.

What is the most rewarding part of your job? I really love building relationships with my clients and temporary workers. I have worked in the Kidderminster branch for 18 years. Over this time, I've helped so many people find work. I have watched my clients' businesses grow, from small one-man bands to huge global businesses. I go shopping and I am stopped by people who thank me for finding them work. I went to buy a kebab one night after a few drinks. The owner of the shop refused to take my money. He said I was the first person to give him a chance when he first came into the country. He said, 'without you I wouldn't be here now.' It's times like these when I realise that I have done a good job and I feel rewarded.

What advice do you have for anyone starting a career in recruitment? Never take anything personally and don't get downhearted when you are let down. We will always have to deal with 'no-shows' and attendance issues; it is how we deal with them that sets us apart from our competitors. Keep in touch with your clients, even if you're struggling to get the right candidates, let them know what you're doing and how you're trying different ways to attract people - keep the communication going. Have fun and don't take it too seriously. This job has highs and lows. Determination and a thick skin are essential right now!

What would you do without your mobile phone? I would be lost! I use it so much now for work - advertising jobs and promoting positive stories on LinkedIn and Facebook. If I am



Kerry Jones

not talking on the phone I am posting or messaging. I do this during the evening and weekends, even on holiday. We can reach so many more people now, I never miss an opportunity to find job seekers or clients.

What makes you laugh at work? I laugh all the time. I love having fun and I think a happy team is a successful one. I mostly make fun of myself and the silly things I have done. We do have a lot of banter in the office and it helps. This job can be frustrating at times, we get let down a lot by people not turning up for work or interviews. We do sometimes have a laugh at the creative excuses we're given! Nothing surprises me anymore! We get to meet some wonderful and interesting people.

What do your friends and family think about the work you do? My friends and family know that I love my job and it has really helped me in tough times. When I walk through the door, I have my business head on and I focus on the branch and my team.

What is the most challenging part of your day-to-day job? Right now, it's getting candidates as unemployment is at an all-time low. The job market is saturated so we must really focus on attraction. I have over 100 live vacancies at the moment. It's great getting so much business, but very frustrating not being able to fill it. The good news is we are really pushing our social media and thinking of new ways to reach out and attract people.

Do you have any obsessions? Chocolate, fizzy drinks, tidiness?! I am obsessed with prosecco and chicken madras. It's my Friday night treat to myself. Work hard, play hard!

Who is your inspiration? I am really inspired by my Director, Darren Pollard and my Senior Branch Manager, Colom Maye. They have both worked in the business for so long and there is nothing they do not know about recruitment. Both have established branches from nothing. They have worked through recessions and have the attitude needed in this industry. It is great to have their knowledge and experience to guide me.



Albi -
Laura Powell,
Halesowen



Alfie -
Chantelle Jones,
Walsall



Anton Dubeak -
James Donnelly,
Kidderminster



Armani -
Agne Januleviciute,
Kidderminster



Aro and Sniper -
Martyna Holubek,
Crewe



Axel -
Jade Newton,
Plymouth



Bailey -
Fay Donaghue,
Glasgow



Bailey -
Steph Cox,
Halesowen



Baxter -
Tayla Mitchell,
Enfield



Bear -
Alice Cartwright,
Exeter



Bella -
Claire Thorpe,
BES



Bitzu -
Mariana Butacu,
Maidstone



National Pet Month a huge success

We are a nation of pet lovers so it is only natural that we should celebrate the fact and recognise our - mainly - four legged friends. National Pet Month does just this each year and in 2022 it ran from April 1st to May 2nd.

The campaign, which is co-ordinated by the National Office of Animal Health (NOAH) and Pet Food Manufacturers' Association (PMFA), raises awareness of responsible pet ownership. Specifically, it strives to promote responsible pet ownership, highlight the mutual benefit living with pets can deliver, celebrates the role of vital pet care specialists and encourages fundraising for UK pet welfare charities and organisations.

Throughout April (and beyond!), TBC employees shared photos of their many and varied cherished companions which were posted on the corporate Facebook page. To introduce a little bit of fun we ran a competition to see which of the 'entries' received the highest number of interactions. The winner will win a prize, however, due to the overwhelming response (and since the Facebook posts are currently still being scheduled), we are unable to announce the winner at this time, but the winning photo will feature in the next issue of Best News.

The response and number of pictures received was overwhelming! Thank you for submitting your wonderful photos which collectively received thousands of views.



Bleu -
Darren Smith,
Sheffield



Bob -
Edyta Korczak,
Preston



Bonnie -
Deimante Geleziune,
Milton Keynes



Boo -
Izzy Bullas,
BES



Bruno -
Scott Bland,
Cannock



Buddy -
Emma Holmes,
Croydon



Buddy -
Jack Ainge,
Walsall



Buffy -
Shaun Metcalfe,
Northampton



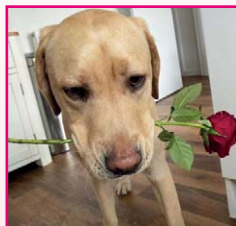
Cas -
Brogan Thompson,
Carlisle



Cassie -
Linda Hartley,
Topaz



Caterpillars -
Andy Guest,
Halesowen



Chester -
Megan Blackmore,
Halesowen



Chunky -
Kevin Driver,
BES



Coco -
Emily Robinson,
Poole



Coco -
Julija Dmitrijeva,
Hanger Lane



Daisy -
Cheryl Andrews,
Portsmouth



Delilah -
Emilie Whalen,
Oldham



Dexter -
Kevin Neale,
Enfield & Harlow



Elfy -
Lilli Marshall,
Birmingham



Enzo -
Poppy Payton,
Halesowen



Foden -
Paige Osman,
Northampton



Frankie -
Aimee Bougourd,
Stoke



Frankie & Winnie -
Kinny Rock,
Halesowen



Freya -
Sophie Burrow,
Wakefield



Fudge -
Jane Power,
Topaz



Gus & Clemmy -
Lottie Jarvis,
Halesowen



Hector -
Judy Colborne,
Sunderland



Henry -
Lorraine Gandy,
Preston



Honey & Poppy -
Richard Jarvis,
Derby



Hugo -
Emma Mardle,
Worcester



Izzie -
Paul Atkinson,
Senior Manager



Jessie -
Josh Graham,
Crewe



Keira -
Utsav Gajjar,
Topaz



Lara -
Rene Hawkes,
Area Manager



Lemmy -
Lilly Colville,
Eastbourne



Lola -
Leoni Shannon,
Blackburn



Louie -
Holly Walker,
Wakefield



Mario -
Tom Smith,
Staines & Slough



Marmite -
Charlotte French,
Eastbourne



Master -
Sharyn Rogers,
Bolton



Merlin -
Dave Shilling,
Director



Milly & Tilly -
Sharon Latif,
Senior Manager



Missy -
Neil Hannigan,
Burton



Molly -
John Reader, Guildford
(sadly put to sleep in Feb)



Molly Moon -
Sam Taylor,
Senior Manager



Monty -
Andy Clark,
Area Manager



Mowgli -
Ella Griffin,
Exeter



Mr Anderson -
Luke Hayhurst,
Carlisle



Murka -
Kasia Wojciechowicz,
Grimby

Mylee -
Michelle Downs,
Norwich

Nala -
Faye Harrison,
Topaz

Nelson -
Clare Quick,
Halesowen



Montage of pets -
Hayley Hall,
Topaz

Nemo -
Carla Ivanik,
Hanger Lane

Norman -
Pete Christie,
Redditch & Birmingham

Ocean -
Jo Pritchard,
Halesowen

Olive & Obi -
Joseph Pallisco,
Newport



Oscar -
Amy Cobley,
Topaz

Pablo & Pedro -
Chloe Llabaca,
Liverpool

Poppy -
Jane Allison,
Birmingham

Queen Bonnie -
Sharon Bowen,
Poole

Raffie & Suki -
Rhianne Pearson,
Carlisle

Reggie -
Chloe Pidgeley,
Watford



Reggie -
Harry Heard,
Eastbourne

Rosie -
Jamie Biggs,
Ashford

Ruggie -
Kerrie-Jade Corbett,
Topaz

Sandie -
Nikki Smith,
Oldham

Seve -
Jordan Winlow,
Sunderland

Simba & Smudge -
Amber Whitmarsh,
Southampton



Smokey -
Martin Thorogood,
Topaz

Sparky -
Shann MacKinnon,
Glasgow

Snowy, Doris, Hettie Feather, Jemima -
David Morton,
Topaz

Teddy -
Paige Mason,
Barnsley



Teddy -
Trudy Carr,
Milton Keynes

Thumper -
Sharon Summerside,
Sunderland

Tia -
Katie May,
Wakefield

Walter -
Shaun Glover,
Liverpool

Willow -
Paula Cherry,
Newcastle

Fleetmaster offers finance option for driver training

Through a partnership with finance provider, Ideal4Finance, Fleetmaster now offers individuals looking to embark on professional driver training the option to pay using finance.

Since opening the Driving Academy five years ago, the demand for finance to cover driving course fees has been minimal - until recently.

Following the Covid pandemic, the number of enquiries Fleetmaster has received about finance options has increased significantly. The new relationship with Ideal4Finance will now accommodate those looking to spread their investment.

The demand for this service has come about because of the driver shortage which has been covered extensively across the media, sparking the interest of those looking to move

into the profession.

With the rising cost of living putting financial pressure on households, financing driver training will allow some people to embark on a new career which might otherwise have been out of their reach.

For more details, please contact the team at enquires@fleetmastergroup.com



Cross-company working in action

Bailey Care Services enlisted the help of TBC Worthing's Branch Administrator, Malaurie Saurin, to run induction training. Due to a reduction in branch numbers at BCS, Malaurie stepped in to give Bailey Care Administrator Resourcer's in-person training, covering Staffplus, payroll processes, access to information and an overview of the DOS system.

Those receiving the training included Jacquie Roe, who travelled from BCS Poole and new starter Monika Mieczkowska, who has joined the Worthing branch. Since delivering the training, Malaurie has stayed in contact, providing phone support for the new administrators with any follow-up queries they may have.

"Malaurie was welcoming, friendly and extremely professional. I was so nervous, but she put me at ease straightaway. The training was hands-on and Malaurie made it fun and informative, with lots of information for me to take back to branch. Once back in branch, Malaurie has always been on the other end of the phone to help with any questions," commented Jacquie.

"Malaurie was amazing, she has so much knowledge on all the systems and made it all sound straightforward and easy to learn. Nothing was too much trouble; she was always happy to help and so friendly," added Monika.

A huge thank you to Malaurie for sharing

her knowledge and experience with the BCS team.



L to R: Malaurie receiving a thank you gift for her support from Monika

New baby, new promotion at BCS!

Firstly, let us say a huge but quiet hello to Felix-Ray Habijanec, a little boy who was born on 14th March at 12:31pm, weighing 8lb 3½ ounces (in old money). Welcome to the world Felix-Ray and congratulations to the family on your beautiful new baby.

We are reliably informed that Felix-Ray is doing very well and is already consuming copious amounts of milk! His brother, Dexter-Blue, loves him very much as do his aunties, uncles, nannies and grandparents, cousins and, of course, Roscoe the cat!

As well as welcoming a wonderful new baby into the world, Miroslav (Miz) Habijanec, who works at BCS Worthing, also received a promotion to Senior

Consultant on 1st April. And no, it wasn't a joke!

Divisional Manager, Zoe Wickens, said: "Since joining Bailey Care Services in March 2021, Miz has been a great asset to the team. He has played a huge part in the growth of the Worthing plan after the uncertain times of the pandemic and his positive attitude and quirky sense of humour certainly shine through every day. It is a pleasure to work with Miz and I'm excited for the future of Team Baileys after a very strong start to the year."

Miz added: "Really chuffed that my achievements have been recognised. I'm looking forward to the next year with Bailey Care Services, growing a

successful plan and being part of the development of the business."

Congratulations Miz, you have a busy life ahead of you!



Miroslav Habijanec with baby, Felix-Ray and big brother, Dexter-Blue

Jamie reflects on Kickstart Scheme placement at BCS

In the March edition of Best News, we introduced Jamie Allen who joined Bailey Care Services, Melksham, as one of the first Kickstart Scheme candidates for the SWS Group. As Jamie's six-month programme comes to an end, he reflects on his time at BCS.

"As I get closer to leaving Bailey Care Services, I think it's prudent to reflect on my time here and how I've changed. This was my first job. All those nerves you would expect for a new starter were even worse because I had never had a proper job before.

"When I first started, I was supremely nervous to even pick up the phone. That's not an exaggeration either, I had to hype myself up to even touch the handset. As time went on and I was thrown into answering calls and making calls more often, it became a lot easier and now I can pick up the phone often faster than some people in the office!

"I think working here has also helped me understand what I enjoy most in an office environment. Originally, I entered as a Trainee Recruitment Consultant, but I found out that I do better as a researcher and administrator and have been developing those skills more as a result. I can pick up a phone fine, but

I don't feel great when it comes to the process of recruiting myself. Instead, I've been taking on duties pertaining to the social media account we've been running for Bailey Care Services, as well as doing general administration work for the office.

"In general, I do feel positively about my time here. I've had a few wobbles, but that must be expected when you're in your first job. I've also never been off a day so far other than holiday, so that has to be an achievement too!" shared Jamie.

It has been a pleasure to have you in the team at BCS Jamie and we wish you all the best for the future.



Jamie Allen

GXO selects TBC Hull for the 2022 B&Q plant season



Tony Flynn, GXO, Driver Training Manager

For millions of people in the UK, Gardening is an enjoyable pastime and this year, demand for flowers to adorn hanging baskets and shrubs to transform those empty borders is in full swing. Before they arrive on the shop floor, however, they need to be transported from the producers and wholesalers and this requires drivers. TBC's client, GXO, has the responsibility to ensure timely delivery of garden plants to high street retailer, B&Q, so it was incredibly exciting when TBC Hull's HGV team was told that GXO had awarded this year's B&Q plant season deliveries to Hull Branch for 2022. Many congratulations team Hull!

The soft launch started at the end of February. This included planning for driver inductions and assessments with Tony Flynn, GXO Training Manager, who had travelled from Manchester to complete the assessment programme for over 20 drivers. With a B&Q advertising campaign scheduled for March, all the

logistics had to be meticulously planned well in advance.

Having successfully selected the right calibre of drivers, Tony was able to complete assessments and inductions with every driver successfully passing the process.

"This year has been the most successful I have had to date at Hull and I know all at The Best Connection have put a lot of effort into sourcing all the drivers and organising the bookings so these drivers can be assessed and inducted - it's run like clockwork this year," said Tony Flynn.

Ian and Paul from the Hull HGV team are looking forward to a successful season this year and building on their long-term relationship with GXO.



Fleetmaster Highly Commended at the Fleet News Awards 2022



At the prestigious Fleet News Awards, which took place on Wednesday 16th March 2022 at the Grosvenor House Hotel in London, Fleetmaster was Highly Commended in the Customer Partnership of the Year Award. This is in recognition of its work with British Gas through the COVID pandemic with regards to keeping its drivers safe on the road.

During the COVID 19 pandemic, training was halted due to the close contact required for in-vehicle training. This caused Fleetmaster to review how it could support customers who were still operating including key industries and essential workers.

James Rooney from British Gas was the first to approach Fleetmaster and tasked the team with finding a solution to bridge the time between face-to-face training. Due to the nature of work British Gas undertakes, it was important that engineers could still go to emergency call outs (for example, a boiler breakdown at a vulnerable customer's house) without compromising road safety or their duty of care. To add to this, their supplier vehicle maintenance and repair garages were

either working on reduced hours, reduced manpower or closed, so British Gas looked to increase their electric vehicle (EV) fleet in order to overcome this.

This introduced its own problems as not many people have driven or understand an EV, so a solution was urgently required. On-road training wasn't an option so Fleetmaster's Digital World Team, working in partnership with British Gas Fleet, decided to produce an online, interactive 'Driving an E-Vivaro' module which imparted to the driver all the knowledge they would have received during an on-road course but delivered digitally, ensuring the spread of Covid 19 was minimised.

The module covered:

- Introduction to an EV
- EV- the new technology
- How to charge your EV (Home & Public Network)
- Charging Options
- How to drive your EV
- Understanding range and re-gen
- Controls and functions

Accepting that everybody learns in a different way, each module section is supported by a video to improve the learning experience and ensure as much knowledge as possible is gained from the module. The module included an underpinning knowledge quiz to ensure learning had taken place and this gave British Gas peace of mind when allocating the van.

Donna is Key at Fleetmaster

We are delighted to announce a new face at Fleetmaster. Donna Horsfield has joined the all-star team as a Key Account Manager. Welcome aboard Donna!

In this important role Donna will be developing business opportunities in key customer accounts ensuring a first-class customer service is received by all under her wing. Donna will also be the day-to-day contact and lead planner for Fleetmaster's 'Driving for excellence Academy'. This targeted programme is a blend of practical coaching, data monitoring and scheduled virtual mentoring developed to bring about

positive change in driving behaviour and standards.

Donna has previously worked as a planner and scheduling officer in the construction industry and is now looking to further her career with Fleetmaster. She is already enjoying being part of the team and is looking forward to making a difference.

In her spare time, Donna loves spending time with her partner and children and is a life-long supporter and season ticket holder for Huddersfield Town.

Donna Horsfield



Praise from the NHS Supply Chain for Dave Tamsett

Keeping the NHS Supply Chain running efficiently is a huge undertaking. The operation is responsible for delivering over 28 million lines of picked goods to the NHS every year from over 900 suppliers. To do this requires skilled professional drivers, some of whom are provided by TBC Chesterfield.

The Chesterfield branch has been supplying the NHS through its partnership with Unipart for around 15 years. The account has been managed by Senior Driving Consultant, Dave Tamsett, since 2015. On a recent service visit, Dave received some welcome feedback from Steve Brooks, NHS Supply Chain Transport and Dangerous Goods Safety Manager, regarding how he has managed the account. Steve wanted to put on record his thanks for the way that Dave has looked after the recruitment of drivers over the years.

"It is so reassuring for me to have someone I can trust and rely on. To have Dave at the end of the phone who has proven integrity, credibility and professionalism and has provided a first-class service, is the reason why I continue to use The Best Connection," said Steve Brooks, NHS Supply Chain.

The Covid pandemic created major challenges for the NHS and The Best Connection. Over a very short space of time requirements for drivers ballooned from four to 28 to support the vital supply chain requirements at the time. To add to this, the recruitment process included a strict reference procedure along with a DBS check prior to the drivers starting their first shift.

Of course, Dave could not have made the relationship successful alone and is the first to point out that his team

members have contributed towards the smooth running of this important account. Kath Diamond, who has been with the Chesterfield Branch for 20 years and her Industrial team, which now includes Lewis Milner, Recruitment Consultant, have been busy supplying administration staff on temp-to-perm contracts. Sam Walker has ensured the payroll and back-office support structure has run like clockwork and last but certainly not least, Caitlin Hall, Driving Consultant, has also played a big part in the recruitment and placement of new drivers to the site and servicing day-to-day needs.

Well done team Chesterfield and particularly to Dave Tamsett for delighting the customer!



Back row: Dave Walter Front row L to R: Sam Walker, Caitlin Hall, Dave Tamsett, Lewis Milner & Kath Diamond

Double Promotion in Exeter

Congratulations to Jerome Francis and Holly Hooper (nee Daly) TBC Exeter, who both received promotions in April.

Jerome began his career with TBC in Birmingham, based at the Tyseley office before relocating with his family to the South-West where he spent time at the Taunton office before assisting with the opening of the Exeter branch. Since then, Jerome has been instrumental in the Exeter office going from strength-to-strength. As a result, he has now been given responsibility for TBC Bristol and has received promotion to a Senior Manager. Well done, Jerome.

Holly had a double reason to celebrate in April. Aside from being promoted to Branch Manager, she also got married! Since starting as a trainee eight years ago, Holly has worked tirelessly alongside Jerome and the team to build the Exeter branch to become the agency of choice in the area. Two weeks after her promotion Holly got married to her partner, Stuart, in a beautiful ceremony in Devon, before jetting off to the Maldives for her honeymoon.

"Huge congratulations to Jerome and Holly. Thank you both for your continued hard work," said Paul Crocock, Area Manager.



Jerome Francis and Holly Hooper

Kerry gets creative to support Ukrainian refugees



For over 100 days the war in Ukraine has raged. Millions of its people have been displaced to neighbouring countries and further afield across Europe and beyond including the UK. For those refugees arriving in a foreign country, it must be a daunting experience. Having to navigate new surroundings, cope with a new language and find work, all present an enormous challenge. One of our TBC colleagues, Kerry Jones, Branch Manager, TBC Kidderminster, gives her account of how she has helped Ukrainian refugees to find work.

"Watching the news and the terrible events happening in Ukraine, I thought to myself; I wish I could help in some way. Like so many people I was happy to donate money to the Ukraine Humanitarian Appeal, but I still felt helpless. I wanted to do more. I heard on the news that some Ukrainian refugees were moving to my area and with the blessing of my manager, Colom Maye, I set about trying to reach out to them with an offer of finding work. It wasn't easy!

"My first breakthrough was when I was on holiday. I was flicking through my phone and noticed a post on my local town's Facebook page. I spotted Sergii who was looking for help with finding work. I messaged him straightaway and we chatted. I welcomed him to the UK and offered to help him and booked an appointment to meet with him the following week. I explained I am the manager and that I was looking forward to meeting him.

"Sergii told me that his wife, Yuliia, was also looking for work and asked if I could help her too. They are a lovely couple and Sergii speaks excellent English, however, Yuliia had little fluency. I began by ringing around all my clients who were looking to fill vacancies and told them I was trying to find jobs for the couple. Before long I managed to secure roles for both of them - working together. My client created a special job for them checking parts. In Ukraine, Sergii is a qualified gas and heating engineer, but he is unable

to practice in the UK until his qualifications are ratified or he re-trains. To help sort this out I put him in touch with a local college. More on this later!

"Sergii wanted to work with his wife so he could look after her - so the position I had found was perfect. Since starting, the couple have enjoyed the work and the client is very happy with them both. It has been tough in this industry over the past few years. Helping Sergii and Yuliia made me realise that we can make a big difference to people's lives. Sergii told me he meets up with other Ukrainians moving to the area and took some of my business cards to share. As a result, I now have many Ukrainians coming to me for work.

"We all feel hopeful that although we cannot help with the war situation, we can do something positive here in the UK to help those affected. I am doing what I do best - finding work and filling bookings - I am also helping to change lives and offering a little hope. This makes me very happy - it is my passion and why I have worked in this industry for over 19 years.

"Sergii and Yuliia are now very happy and less worried about what the future may hold."

The College Connection

"As I mentioned previously, I suggested that Sergii might approach a local college to discuss his engineering qualifications. I managed to find a contact at the college whose job is to set up English language lessons and support for local Ukrainian refugees and I arranged to meet with her at the college. She was very helpful and happy to see I was helping Sergii and his wife and was keen for us to work together, which we are now doing. She also managed to secure funding for Sergii to obtain his CSCS card and to have his qualifications translated into English," added Kerry.

Since the initial contact with Sergii and Yuliia, Kerry has been helping other refugees including another Ukrainian



Sergii (R) and Yuliia pictured with Kerry Jones (centre)

couple, Sergii and Olena. In Ukraine, Olena was a primary school teacher and Sergii was an HGV driver. In her indomitable fashion, Kerry has found work for them both - together. "Our dreams have come true," said Olena. "We are so happy to be in the UK and so happy you found us a good job," added Sergii.

Kerry is currently helping Sergii to convert his licence into a UK licence so he can complete his CPC training. He will then become a much-needed class 1 driver.



Sergii (L) and Olena with Kerry Jones (centre)

Spotlight on...

Alex Fordham, Damage Controller at CTS



Alex Fordham

We had the pleasure of catching up with Alex Fordham who leads the vehicle damage function at City Transport Solutions, to find out what her role entails. This is what she had to share.

How long have you been working at CTS? I first started working with CTS while I was studying at university - during the holidays I'd work within the operations team. When I graduated, I was offered a full-time job and haven't looked back since. That was over 20 years ago.

What do you enjoy about being a Damage Controller? No two days are ever the same! Although the team and I are working to the guidelines outlined in the CTS Robust Damage Process, the relationships we're building and the conversations we're having with suppliers and customers daily are always varied.

What is the Robust Damage Process? It's a process that CTS created exclusively for our clients to streamline the damage process and ensure that damage claims are handled efficiently and effectively. When a vehicle is booked out on hire the customer will receive a confirmation email, along with a reminder to check the vehicle for damage upon delivery, so if there is any existing damage, we can log it on our system to avoid any discrepancies at the time of hire.

If damage is present on a vehicle, we ask the customer to keep a record of the damage in written form but also with supporting pictorial evidence. This not only helps to safeguard the customer but the supplier too. Before the vehicle hire period ends, we send confirmation of the off-hire and remind them of the damage inspection and to submit any evidence of damage caused.

Once we've been notified of damage, we let the supplier know within 24hrs that damage has been caused and create a damage pack that we send to them, asking them for photographic evidence of damage, cost of repairs and loss of use.

Once a vehicle has been returned, if there was no mention of damage during the on-hire or off-hire process, we'll work with the supplier and the customer to close the case due to insufficient evidence. However, if there's a dispute then a conversation will take place between myself as the damage controller and the customer, as well as a conversation between myself and the supplier to understand if we need to collect more evidence before proceeding with the claim.

What challenges do you face dealing with suppliers or customers when damage has been caused? There can be challenges if a supplier is trying to claim back more than they are entitled to from the claim. We see all sorts - suppliers telling us that vehicles will be off the road for 7-14 days - when we know that the damage can be repaired within 48 hours.

Although we're often stuck in the middle, it's my job to remain

fair and impartial and resolve the issue as soon as possible. We see both sides and need to ensure that we're representing the customer and the supplier equally.

This is why the Robust Damage Process is so effective, because we see the vehicle hire through to the very end, so if there are any disputes then we give the customer 10 days to look into it and either admit that the damage was their fault or proceed with the dispute.

Sending the vehicle check reminder along with the vehicle hire confirmation helps to eliminate the need for disputes, but many branches that we're working with state they are too busy to check the vehicle upon arrival. All we can do is use our experience to anticipate any possible issue and mitigate against inaccurate claims for the future.

Is the Robust Damage Process bespoke to CTS? We know that we're offering a much more tailored service than other vehicle suppliers who don't have such a proactive and robust process in place.

Most direct suppliers don't have an equivalent process or at least the reminder in place. If a vehicle has been damaged, they'll simply send an invoice to the customer to pay for damages, whether it was the customer's fault or not.

This can result in overcharging through excessive estimates for repairs or how long the vehicle has been off the road. For some hire companies, damages can be a profit-making opportunity with some client branches too busy to do the diligent checks on arrival and collection. This leaves them vulnerable to overcharging as they haven't got enough supporting evidence or experience in the damage/repair process and costs.

With so many vehicles being hired through CTS, you must have to assess a lot of vehicles being returned We do! Currently, we're working our way through 70 live damage claims, so I'm working with a team to help me prioritise and then process each vehicle.

We ensure that a person is keeping a close eye on the vehicles being returned, so if damage has been caused, we can ensure that the customer is only paying the fair market price for the cost of parts and labour to get the vehicle repaired.

Does the Robust Damage Process help CTS stand out from its competitors? Yes! I can't claim it as my own process, but it helps our customers and suppliers trust that we're going to deliver the best possible experience and ensure they're only paying what they should.

The relationship with our suppliers is crucial to being able to supply short-term or long-term vehicle hire to our customers, so it's imperative that we do all that we can to ensure a positive experience, even in slightly challenging situations.

Maria reflects on the past 16 years



Maria Carvajal

We are delighted to share the news and celebrate with the team at TBC Swindon on Maria Carvajal's 16 years employment with The Best Connection!

Before joining The Best Connection as an Administrator at TBC Swindon, Maria worked as a Warehouse Supervisor. Over this time, she has witnessed many positive changes in the business.

"The biggest and most positive change I have seen in my time at TBC is the introduction of new technology and the benefits that has delivered – particularly when we needed to adapt quickly throughout the pandemic. Every consultant now has their own PC and the office has become much more efficient.

"One thing that has not changed is the culture of the company. It remains high energy and no two days are the same which is why I have stayed for so long," said Maria.

In her private life, Maria loves walking, cooking, drinking wine, going on holiday with her husband and visiting her children in Dubai.

"Maria is organised, knows the job inside-out and is a fantastic asset to the team. Every morning we are greeted with a smile and an amazing cuppa! We want to keep Maria for another 16 years, no retirement for Maria!" commented Kerry Porter, Branch Manager.

TBC Grimsby supports Ice Fresh Seafood



Cod or Haddock with your chips? Many of us will not give a second thought as to where our food comes from and fish is no exception. Iceland-based Ice Fresh Seafood has been sustainably sourcing and processing fish for many years. From its 7,000 square metres of industrial space in Grimsby, the company produces 2,000 tons of fish products each year. To maintain business optimisation, it calls upon The Best Connection to fulfil its temporary staffing requirements.

The account was established by Jayme Sephton, Divisional Manager, eight years ago and since then, Jayme has been providing Jim Garnett, Factory Manager and his team with temporary labour to support their uplift in volume and product promotions.

In true partnership style, TBC was granted permission to erect banner logo advertising on the perimeter fence to the site to attract new candidates.

Keep up the good work TBC Grimsby!



Santa Gods on a recruitment drive!



Harvey's a Winner!

Congratulations to Harvey Daly from TBC Taunton for winning Darren Pollard's Regional Sales Competition, quarter one. Harvey got off to a flier converting a new client in the first week of the financial year. He filled a short notice ad-hoc booking that has grown significantly, taking business from a competitor and growing the account into one of the largest clients for the Taunton HGV plan.

A great example of Winning Good Business. Very well-done Harvey – keep up the good work!

Harvey Daly

BES welcomes Chloe Thornton

We would like to extend a warm and friendly welcome to Chloe Thornton who joins the Bailey Employment Services team in Goole. Welcome to the business and SWS Group Chloe!

Chloe has joined as an Administrator and has brought her cheery, sunny personality to the role.

Chloe was born in Howden but has grown up in Goole, going to a local school where her now husband of seven years, Steve, also attended a couple of years ahead of her. Steve and Chloe have two children, Lela, aged 10 and Emmie, aged 5.

Prior to joining BES, Chloe worked for six years at a local school in a number of roles and more recently at a local Tesco supermarket undertaking various duties.

The team in Goole are delighted to have Chloe onboard and look forward to working with her in the years to come.



Chloe Thornton

Ding-dong the bells are chiming in Goole!

Love is in the air in Goole! It's always great to share some romantic news in Best News and on this very happy occasion two of the team at Bailey Employment Services Goole have recently made their vows with their partners.

The first BES bride is Lisa Gresham, Branch Manager, who tied the knot on Saturday 9th April to Elliott Lamont and is now Lisa Lamont.

Lisa joined BES Goole on 4th May 2005 and was part of the ever-growing team looking after Lloyds Banking Group throughout the UK and Northern Ireland.

"With Lisa at the helm the contract continued to increase both in numbers of locations and securing additional bookings as BES Goole won the percentage share of Lloyds Banking Group business.

Lisa has continued to develop her own career and as Branch Manager, is the driving force behind BES Goole which continues to go from strength to strength under the watchful eye of Mrs Lamont!" said Sheila Eland, Area Manager.



Elliott & Lisa Lamont

Our second bride is Sarah Hemphill, who chose the sunshine of Mexico for her marital ceremony. Sarah married Dan Stevenson at the Riviera Maya, Mexico on 17th May.



Sarah and Dan Stevenson

Sarah started her career with Bailey Employment Services, Goole on 22nd September 2014 supplying production and warehouse workers to Howden Joinery in Howden near Goole. Howden produce and pack kitchen cabinets and furniture for their trade locations throughout the UK.

As Howden's bookings increased to accommodate the volume of business, BES secured an onsite office with Sarah as Account Manager, ably assisted by Danielle Alderton, Contracts Co-Ordinator. The account now supplies a consistent 150 temporary workers across the site which increases to 260 during a four-month peak from August.

Sarah has been instrumental in driving through efficiencies, managing the onsite plan and providing information for the soon to be installed, Facial Recognition system.

Congratulations to both happy couples!

Driving Academy 'fast-track' success

HGV driver shortage has prompted a number of Government and local training initiatives to accelerate license adoption. Fleetmaster is fully onboard with this nationwide challenge and has responded by 'fast-tracking' trainee drivers who have taken the 'fast-track' route by converting directly from a Car (B) license to an Artic (CE) licence. The scheme has seen great adoption and pass rates.

The success of the 'fast-track' training option has caught the media's attention and attracted the interest of local MP, Mark Eastwood. This led to the Driving Academy having its success story covered on the GB News channel by presenter Anna Riley.

Fleetmaster Driving Academy has built a strong reputation in the driving industry based on the delivery of high-quality training and development. The fast-track scheme's success has been created and delivered to the same high standard. Although the team did have some initial concerns about the challenges trainees would face moving straight to the artic licence, the new training syllabus is working extremely well and the first-time pass rate is extremely high.

Drivers leave their training course with their newly developed skills confident they can drive professionally on UK roads.



Fantasy Football



Shaun Seaton hits the back of the net!

Here's the final top 10:

1	Seaton's Saviours	Shaun Seaton	Scunthorpe
2	Long Dong Silver	Andy Nuttall	Stockport
3	Ben 10+1	Chris Durham	Derby
4	AFC Stenners	Tommy Stenlake	Hamilton
5	Mix Tapes	Miz H	BCS
6	Boomarang XI	Jamie Biggs	Ashford
7	Pass Masters	Jon Hemmings Nash	Watford
8	Crouch Potato	Oliver Darley	Topaz
9	En Ya Got any Onions	Rich Jarvis	Derby
10	King's Kane	Elliot Grant	Taunton

It was a hard-fought season, but we are delighted to tell you that Scunthorpe – or to be more precise - Shaun Seaton from TBC Scunthorpe, is the winner of the SWS Fantasy Premier League with his team, Seaton's Saviours. Congratulations Shaun on a first-class victory.

Interestingly, this year's champion did not finish in the top 10 last season and was mid top 10 at this season's halfway stage. A very strong second half of the season, thanks to good team selection and good use of his 'Bonus Chips', saw him home by a 33-points lead over Long Dong Silver FC, managed by Andy Nuttall (TBC Stockport) who improved on his 6th position last season. The only other top 10 survivor from last season was Oliver Darley who repeated his 8th placed finish. Well done, Oliver!

This year's top 10 includes, for the first time, a Bailey Care Services, Worthing team, Mix Tapes, managed by Miz H and AFC Stenner's - a team from Hamilton, Canada - managed by Tommy Stenlake. Very well done to you both!

Neither of last season's top two Managers (Matthew Smyth, Derby and Darren Cole, Topaz) could make the top 10 this year, maybe they will be challenging again next season.

"Thanks all for taking part in this little bit of fun and once again congratulations to Shaun Seaton on his league championship win. See you all in a couple of months when we do it all again. I will send out invitations - logins, etc. to each office nearer the time," commented Martin Thorgood.



Shaun Seaton is victorious!



Paige and Joshua tie the knot

The 13th May 2022 was a very special day for TBC Newport's Paige Rhys-Davies. It was the day she exchanged vows and married Joshua Reed at Bryn Meadows Golf, Hotel and Spa. Many congratulations to Paige and Joshua.

Paige, who is a Payroll Administrator, has been with TBC for almost six years. They finally tied the knot after the

wedding had been postponed due to Covid. Paige and Joshua have been together for 13 years and have two children.

Many congratulations to the happy couple and we wish you all the happiness for the future.

Joshua and Paige Reed



TBC supports New England Seafood litter picking event



L to R: Santa Godds, Aleks Kreicbergs & Kat Wojciechowicz

On the 26th February this year, some of our TBC colleagues and temporary workers from TBC Grimsby joined forces with one of their clients, New England Seafood, to do some much needed tidying up. In this day and age, one would like to think that it is socially unaccepted and selfish to drop litter and rubbish for others to clean up after them, but sadly this activity has become an endemic problem in our society – despite it being an offence that carries a fine of up to £2,500. Conversely, it is also wonderful to see companies such as New England Seafood supporting their local community and council by arranging such initiatives.

The event was organised by New England Seafood's Philip Ingleson and attracted 33 willing volunteers from across the company's full-time staff, TBC consultants, Santa Godds, Kat Wojciechowicz, and On-site Co-ordinator, Aleks Kreicbergs, along with TBC temporary workers.



L to R: Filip (Kat's son), Aleks & Santa



Congratulations to Lara

We are delighted to share the news of a new baby. Congratulations to Lara Reid, Senior Consultant, TBC Carlisle and her partner Jack, on the birth of their baby boy, Ollie, who entered the world on 11th April weighing a healthy 8lb 5oz – that's 3.77kilos in new money!

We understand that mother and baby are doing really well and her colleagues can't wait for cuddles in branch!

Baby Ollie

Jordan goes temp to perm

When our temporary workers love their job so much it turns into a permanent role, it's time to celebrate! For temporary worker, Jordan Barker, the transition to a full-time role at TBC client, Selden Research, has been a moment of joy.

"I'd just like to extend a big thank you to yourself (Ryan Motler) and the Stockport team. You guys have been the best agency that I've worked for over the past eight years. Thanks to you, my outlook on agencies has been reinvigorated and it goes to show that, to take the experiences of one and use it as a comparison going forward, is not a fair one to make. You have been wonderful though; you've made me feel secure in employment as opposed to other companies where I'd be stressed out and anxious all day, every day, thinking I'd come home without a job.

I wish everyone in the team the very best as I move on to my now permanent role," explained Jordan.

SWS VACANCIES

SWS Featured Vacancies

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

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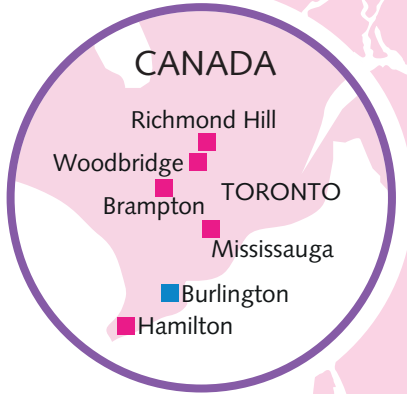
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