

BEST NEWS

March 2014

New Head Quarters for New Group



As usual, it is hard to believe that we have already competed the first quarter of 2014. The year is off to a good start and we are beginning to return to the expansion philosophy which came to an abrupt end in 2008. New offices for the group include Grimsby, Guildford, Mansfield and Worthing with properties being finalised for Basildon, Norwich and Aylesbury.

This is going to be a very exciting year for us. I am sure by now that you all know we are moving from the Halesowen premises to Topaz, a new Head Office building, just off junction 1 of the M42. We anticipate starting to move during July, although we won't be moving completely from Halesowen as the Training and Development department will be expanding into part of numbers 8 & 9 Birmingham Street for much needed additional space, whilst some of the existing space will provide short term secure storage. See page 2 for pictures of the development.

We shall still be seeing Iain and his team from time to time as day one of the foundation course will be held at Topaz, as will one or two of the other courses.

Included in the move are Martin's support team from Tyseley, including Martin, so that the central support staff will be housed in the new building. I am convinced that this will strengthen the central functions and provide a balanced and consistent support structure to the rest of the group.

Other movers will be the Midlands-based Regional Managers. At present they have a base in a local branch, but I believe that setting up their offices in the new building will assist closer working links from region to region and enable more interaction with all the support

teams as well as the Directors.

Another change which has taken place since the last issue of Best News is the restructuring of the group. You may remember that Neil and I were working towards broadening the business and building a group structure of complementary companies. To that end we have created a new group holding company, Strategic Workforce Solutions Group, which now sits on top of all the different brands in the group; CPA Recruitment, City Transport Solutions, Bailey Employment Services, Matrix Training and Development and Fleetmaster Operations Support.

The Directors are all very excited about this change and see it as a major event within the group's history. We will keep you posted on developments and in the future we may produce a new group newsletter that will feature information about all of the group companies.

Meanwhile, this issue of Best News features some of our colleagues who have chosen to change direction within the company. We report on Helen Bainbridge's achievement in a regional sales competition and highlight new offices for Grimsby. This month's Day in the Life of features Andy Presley from Coventry and we welcome Jason Melia to TBC as Senior Manager in Greater Manchester. We have also prepared a feature about the new group HQ.

We look forward to reporting continued successes and developments within the business within the the business in future issues.

Andrew Sweeney
- Chief Executive



Strategic Workforce Solutions **NEW HQ**



NEXT ISSUE...

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

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Administering their own futures – spotlight on career development

Whether pure ambition and hard work or just being noticed, TBC has witnessed many people carving their own careers and here are a few success stories to whet your appetite.

Wayne Tighe began his journey with TBC as an Administrator in the Walsall branch in September 2002. He had a long-term career plan to become an accountant and had embarked on the relevant educational courses to help fulfil this goal. It was quickly recognised that Wayne had the necessary qualities that could allow him to have a successful career in recruitment. He was offered the role of Trainee Driving Consultant in May 2003. From then on he achieved subsequent promotions and since June 2010 has been responsible for the day to day running of the branch. He was promoted to Branch Manager in November 2013. Becoming an accountant has been put on hold for now! Lee Harris quoted: "Wayne is a terrific leader, an accomplished salesman and has developed his career through sheer graft and dedication to his clients and his team. Walsall under his stewardship is in safe hands and he deserves all the accolades that will come his way as the team becomes even more successful than previous years."



Wayne Tighe



Rob Mittell

Rob Mittell worked as an agronomist in Derby before joining TBC in April 2003. "I worked a lot of weekends and extra hours in the week and decided that I wanted a job with more regular hours. I saw the administrator job advertised in the local Derby paper, applied and my career began," said Rob. After working as branch administrator for nine months, Rob applied for the role as a Trainee Driving Consultant in 2004. He also supported his application with a

passionate letter to Andy Wilson which demonstrated his true drive and determination. Needless to say, Rob was given the job and hasn't looked back since, going on to work in Chesterfield, Nottingham and Tees Valley and achieving numerous top spots in the national HGV plan league table. In September 2011 Rob decided to move back to his home town of Ipswich. Not wanting to lose his ties with TBC he asked if he could be given the opportunity to open a new branch. After some discussions it became a reality and plans are now in place to open a further branch in Norwich later this year. Lee Harris commented: "As a member of my team I was disappointed to lose Rob, however, for both the benefit of TBC and Rob's career development, I was happy to hear that Rob would be opening a branch in Ipswich. He certainly left a lasting impression on all who worked with him and it is no surprise to me that he has

continued to be successful, well done Rob. Just stop getting that top spot in the league table all the time!"

Gemma Ashmore joined Chesterfield as an Administrator in April 2008 before becoming a Resourcer Apprentice in May 2011. Gemma was seconded to site quite quickly at the request of Lee Harris to help manage the demands of the contract, the client expectations and the branches that fed the site with temporary workers. She was right there in the thick of it as the number of temporary workers grew almost daily. Without the likes of Gemma, TBC would have struggled to cope with all the challenges, from recruitment to managing performance, attrition and more recently dead time. The success of the Sports Direct Contract is now well documented and lives amongst the legends of our success. Gemma and her team have played a considerable part in achieving the goal of - 'TBC's largest onsite account' with currently up to 1,500 workers supplied each day, after a peak of 2,600 in late 2012. Her career has subsequently progressed to Deputy Account Manager helping Danny Harlow manage 18 Onsite Co-Ordinators and an Administration Team spread across 24 hours a day cover, 7 days a week.



Gemma Ashmore

Rebecca Fielding joined TBC Bolton in November 2007 as receptionist/administrator. After observing her colleagues for several months, Rebecca decided she would like to become a trainee HGV consultant. After successfully applying for the role, she started in September 2010. Rebecca continues to be part of the Bolton team and works alongside her plan partner, Chris Fielding. Rebecca is aiming to become a senior consultant in the next 12 months. Good Luck Rebecca!



Rebecca Fielding

Vicki Ellis started with The Best Connection Group in 2010 at the Luton branch. Vicki joined as a branch administrator carrying out tasks such as payroll, greeting clients and new registrations, answering the phone and undertaking other general administrative duties. She also completed her NVQ in administration during that time. Last year Vicki progressed to the role of Branch Resourcer. She was not quite sure what to



Vicki Ellis

expect, however, Vicki felt she needed a change of career because even though she was enjoying her role of Branch Administrator she thought she was ready for a new challenge.

Vicki's new position as Branch Resourcer is very different and requires varied tasks to be completed on a day to day basis. These include assisting and running the plan during absences or busy periods, Vicki conducts industrial interviews and assists with HGV interviews, referencing candidates, availability for on-call and she also resources new leads for both divisions to create more business. Although Vicki's new job is different an aspect of administration is still involved. What Vicki likes most about her job is interacting with different people from different backgrounds; she also likes putting candidates into work and potentially ongoing opportunities.

Vicki hopes that within time she will become a Trainee Consultant and go from there to develop her career within The Best Connection Group Ltd.

Laura Adkins joined TBC (Northampton) in July 2005 as a Payroll Administrator and was overseeing the administration department until November 2013. An opportunity arose as a Resourcer Apprentice in

November 2013 on the Northampton driving desk and having worked in the same role for over eight years Laura felt this would be a new challenge and a good career move. Following completion of three days foundation training in January the position as Trainee Consultant became available. Laura completed the remaining foundation training in February 2014. "I am excited to take on the new role and have great support in the branch and from my seniors so I am looking forward to furthering my career with TBC," said Laura.



Laura Adkins

We would like to wish all our ex-administrators the best of luck on their chosen career path with TBC.

If you have an interesting story to tell about your career, get in touch!

Helen wins sales incentive

Phil Simmonds' annual sales award has been won by Helen Bainbridge, divisional manager of Tees Valley branch.

"Helen has only been with TBC for 12 months and has produced some great results. Helen generated over £70k of new business in 2013," said Phil. For her achievement Helen received a voucher and a certificate. Well done Helen!

Helen joined the Tees Valley team from Prime Time, has a degree in marketing and extensive experience in the industry.

When asked about her winnings – a meal for two voucher – Helen decided to share the spoils with her colleague Sam who came second, rather than take her hubby out! What team spirit!

Jeff Gray, commented: "Helen joined the branch in January 2013 and consistently exceeded her sales targets which had a positive impact on the branch as a whole. She was a deserved winner of the sales competition - but watch out, she won't stop there!"



Phil Simmonds congratulates Helen



Jason Melia

Jason Melia Strengthens Greater Manchester Driving Division

On December 2nd 2013 TBC welcomed Jason Melia to the company as Senior Manager for the Driving Division covering Manchester, Bolton, Oldham and Stockport. Best News asked Jason a little about himself and his background.

"I'm 42 and live with my partner and two young daughters. After I left school I went to work for a large automotive battery company undertaking various driving roles from van, 7.5 tonne driver to class 2. I performed all job roles until being made Assistant Warehouse and Distribution Manager at the Head Office in Manchester. This was followed by stints of work in Newcastle and Aldershot before being relocated back to Manchester as National Warehouse and Distribution Manager. Unfortunately for me, the company was bought out by Exide Batteries and the transport was outsourced to a logistics company. Sadly, my job role was made redundant so I took the opportunity to work in the logistics recruitment market that I had

previously utilised myself.

"My recruitment career started as a consultant on a busy driving desk in the Manchester area. I loved the role and proved that I had the temperament to handle this difficult market. Fourteen years on, I have accumulated a wealth of experience working in a range of roles from Driving Consultant to Operations Manager and Business Development Director.

"I am often asked why I joined TBC. When I started in recruitment TBC was my main competitor, being a strong brand with a reputation for good business ethics and gaining a loyal client base within the area I operated in. I suppose I've always regarded TBC as the number 1 recruitment business to work for yet the opportunity to speak to anyone regarding myself had never arisen. In November I was approached with the opportunity to join TBC and I jumped at the chance before I really knew what the role was! After meeting with Mike Cooper and Phil Simmonds I had no doubts that TBC was the perfect company for me to join and thrive in!"

We wish Jason the best of luck with his new role.

A Day in the Life of ...

Andy Presley, Branch Manager, Coventry



Andy Presley

plans weekly and attend all new client visits where possible and I like to remain the main point of contact for two companies that are on-sites for the branch during their peak times. The Coventry branch peaked at over 400 temporary workers out pre-Christmas and this meant that there had to be a

How do you start your working day? I prefer to lead by example so aim to arrive at work half an hour early; my first task is to check that all of the check-ins are done and check any on-call activity. I will then check my diary and see what visits are planned and what calls need to be made to clients.

What does a typical day consist of? In my role I oversee a divisional manager, four consultants, three administrators and an on-site consultant, so my weeks are broken down into overseeing their work/visiting as many clients as possible/writing assessments and recruiting. I target myself to attend a service visit on each of the three

real focus on attracting good temporary workers. I support my administration team closely as without them I would have both unhappy temporary workers and unhappy clients!

What keeps you going through the day? Variety! Even after 13 years with the Coventry branch, I still enjoy how each day differs and it is still rewarding when I have a conversion, or come away from a meeting with additional bookings. Having been the branch manager for four years I am keen to expand Coventry by starting a second driving desk and to open a second branch locally. I encourage a fun atmosphere in the branch, so when we have to all work together and fill bookings under pressure, banter and a healthy competitive spirit are essential!

What is a good day for you? Any success for a member of my team, be it new bookings, a visit we have been trying to get for a long time or positive feedback from a customer. Two new consultants started last year and I particularly enjoy any success that they have - I was proud when we beat the target for last year of bringing in over £1 million vanity margin - the target is set higher for 2014.

A bit about myself I live near Leicester with my wife and two-year old son, Oliver. We always seem to be busy at weekends visiting friends/family/watching rugby/changing nappies. I support Leicester Tigers rugby team and I am climbing the 3 Peaks for the 3rd consecutive year in May so need to start some form of training!

Nothing Fishy about Grimsby Branch Opening

It was only a matter of time! TBC has extended its foothold in Lincolnshire and now has a direct presence in the seafaring town of Grimsby at Alexander Dock Business Centre. The official launch took place on February 4th.

With a population approaching 90 thousand people and a large industrial base that has developed around its fishing history, Grimsby is prime territory for TBC offering huge potential for new business. The Port of Grimsby and Immingham is one of the UK's largest, providing employment to thousands of local people.

Marc Dawson, Branch Manager, Scunthorpe and Grimsby said: "We have become Grimbarians at long last! Having a local office will allow us to gain access to more temporary workers and businesses in the locality that will drive our success and regional aspirations. The food industry is a particular focus with many household names operating here. We intend to capitalise on our experience in this sector and our national coverage."

Marc's crew of two includes Jayme Sephton (IND C1) and Jackie Hamby (Snr HGV Cons). Jayme has recently joined TBC after spending four years working as an on-site co-ordinator at one of the largest temporary labour users in Grimsby. Jackie has been with TBC

for three years and has a wealth of knowledge of the transport industry in the area.

With eight years' service under his belt, Marc started his TBC career in Hull before becoming Branch Manager at Scunthorpe. He is tasked in making the Grimsby Branch a success. No pressure then Marc!



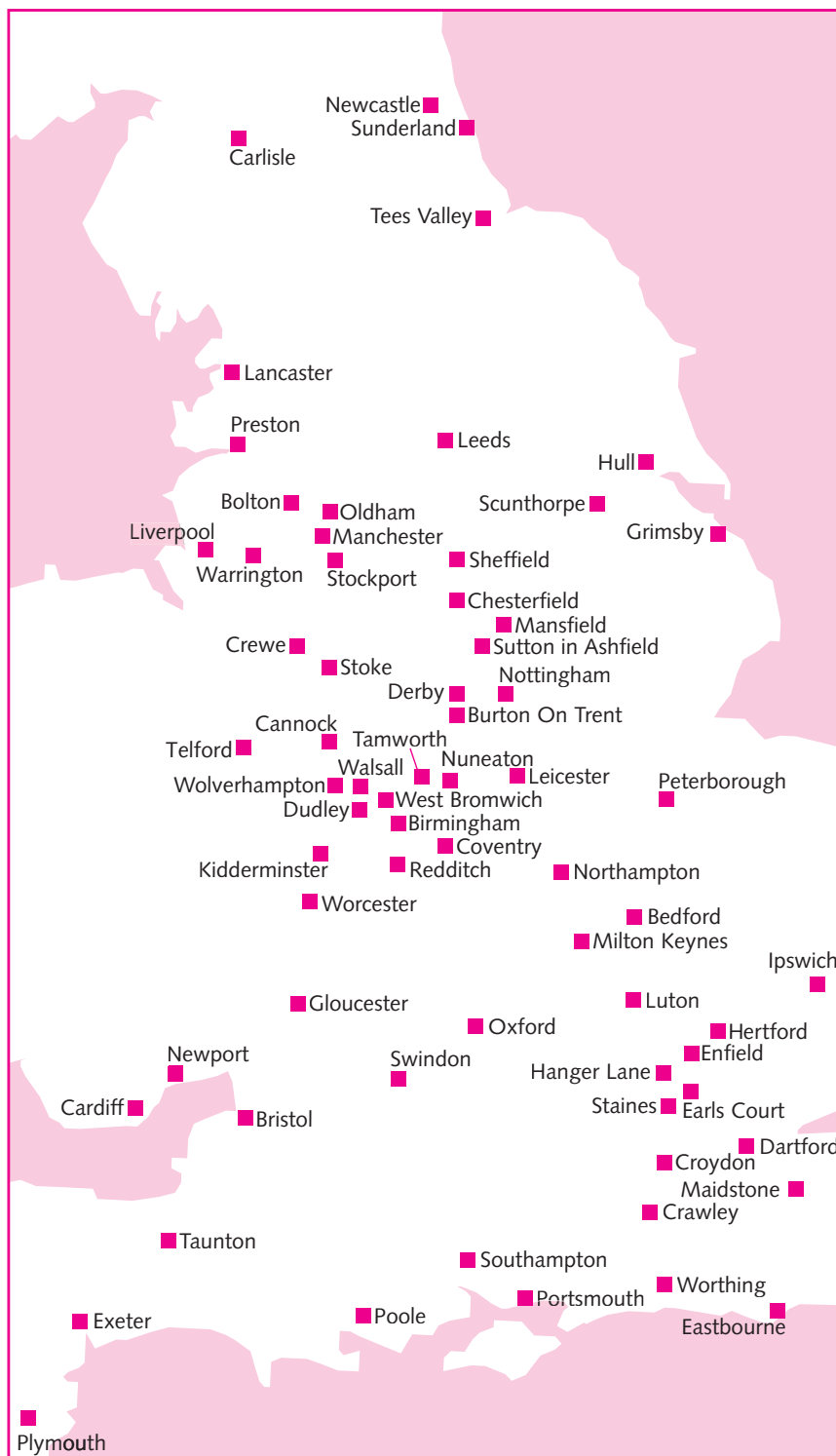
From left to right Jayme Sephton (IND C1) Marc Dawson (Branch Manager) and Jackie Hamby (Snr HGV Cons)

WHERE TO FIND US

Location	Tel Number
Bedford	01234 212123
Birmingham	0121 628 8000
Bolton	01204 394400
Bristol	0117 957 6999
Burton	01283 545333
Cannock	01543 468260
Cardiff	02920 494700
Carlisle	01228 590690
Chesterfield	01246 209222
Coventry	02476 228040
Crawley	01293 515333
Crewe	01270 251100
Croydon	0208 256 0120
Dartford	01322 277257
Derby	01332 291444
Dudley	01384 253201
Earls Court	0207 373 1129
Eastbourne	01323 887111
Enfield	0208 362 1430
Exeter	01392 435468
Gloucester	01452 383303
Grimsby	01472 360315
Hanger Lane	0208 998 9910
Hull	01482 610160
Ipswich	01473 210584
Kidderminster	01562 66555
Lancaster	01524 383438
Leeds	0113 243 1033
Leicester	0116 251 2363
Liverpool	0151 236 0111
Luton	01582 405 444
Maidstone	01622 664999
Manchester	0161 237 9333
Mansfield	01623 857976
Milton Keynes	01908 699466
Newcastle	0191 230 2007
Newport	01633 842164
Northampton	01604 629888
Nottingham	0115 958 5880
Nuneaton	02476 382211
Oldham	0161 626 4222
Oxford	01235 550077
Peterborough	01733 555672
Plymouth	01752 672222
Poole	01202 682282
Portsmouth	0239 286 4411
Preston	01772 201777
Redditch	01527 591141
Scunthorpe	01724 876111
Sheffield	0114 275 8181
Southampton	0238 033 3188
Staines	01784 450555
Stockport	0161 968 1964
Stoke	01782 209666
Sunderland	0191 567 1100
Sutton In Ashfield	01623 857976
Swindon	01793 542211
Tamworth	01827 53333
Taunton	01823 330621
Tees Valley	01642 672655
Telford	01952 898242
Walsall	01922 639000
Warrington	01925 629666
West Bromwich	0121 553 7755
Wolverhampton	01902 773000
Worcester	01905 731777
Worthing	01903 234500

The Best Connection

EMPLOYMENT GROUP

The e-mail address for each branch is the branch@thebestconnection.co.uk
e.g. burton@thebestconnection.co.uk

Opening soon: Basildon + Norwich

For a complete list of branches and contact details, please visit www.thebestconnection.co.uk