

# SWS... BEST NEWS

## Loyalty, 'Likes' and New Beginnings

Welcome to the June 2017 issue of SWS Best News. I hope you enjoy reading the updates and stories which reflect who we are as a business and where we are going. For SWS Group, we continue our relentless focus on our customers in all the sectors we service making sure we all deliver the best experience we can across all our respective businesses. This is built on relationships and trust and delivering on our promises. I know that many of you go that extra mile for our customers when the chips are down and this doesn't go unnoticed. Keep up the good work!

The theme of 'our people' is central to this issue from initial internal recruitment to long-service recognition. For the first time, we have created a compilation of video testimonials for The Best Connection to inspire more talented people to join our growing business and this will soon become part of our website. I would like to thank those of you that faced the camera to become the 'face' of TBC and for expressing your extremely positive views and experiences working in the business and the reasons why others should consider joining us. I think this will be influential in attracting new talent.

As we continue our journey of expansion and growth, we inevitably welcome new faces to many of the SWS Group businesses. Joining a new company and forging a career is an exciting time for our starters and I wish every success to those of you who are new to the business and look forward to meeting you all soon. At the other end of the spectrum we have mentioned many of the loyal individuals that have been with TBC Group for over a decade. It doesn't feel that long ago when they joined but it is! The list keeps getting longer which reflects well on us collectively, our work ethic and above all being a good company to work for.

Following the success of the Fisher House charity campaign that we ran alongside 25 years of The Best Connection, we have decided to continue our focus on fundraising which will be kicked off with regular 'dress-down' Fridays at Topaz. You will now be able to support a range of charities or elect your own as beneficiaries of your activities. The SWS JustGiving page has been updated to accommodate these changes. The first two selected charities are the Dogs Trust and Alzheimer's Society. Many of you have demonstrated great ingenuity and passion in



*Andrew Sweeney*

the support of others and we look forward to covering your exploits in future issues.

Further afield we provide an update on progress in Canada along with the local sales competitions, contract wins and successes you have been achieving over the last quarter. Thank you for your contributions to SWS Best News and keep those stories coming in.

*Andrew Sweeney*  
Chief Executive



### 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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# Focus on **BCS** Melksham

Bailey Care Services has expanded in Melksham and welcomes two new members to the team and the SWS Group. Let's see who they are.

**Tiffany Hazel - Trainee Co-ordinator** "Before I joined Bailey Care Services I had worked as a support worker and team leader providing care and support to adults with learning disabilities and challenging behaviour. Although I really enjoyed the role, I wanted to change my career direction. I saw the advert for a trainee co-ordinator at Bailey Care Services, applied for the position and was offered the job and I have never looked back. I am fortunate to work in a supportive environment with amazing people and the training provided by BCS has given me a lot more confidence and improved my knowledge and understanding of the industry.

"In my spare time I enjoy surfing, going to the cinema, eating out and generally socialising with friends and family. I also enjoy travelling and I am lucky to have travelled to many countries across the world and look forward to future adventures," said Tiffany.

**Kate Hunt - Trainee Co-ordinator** "I have worked in the care industry within care home settings and residential children's homes for some time. These were often challenging environments but the experience has shown me the importance of empathy and the value of support where needed. Before I joined the care sector, I worked for one of the biggest retailers in the food industry, gaining the confidence to progress to customer service team leader within two years. At school I completed three years of hairdressing training. I still dabble with this and love seeing the results!

"Away from the office I love spending time with my close friends and family. I enjoy swimming, coastal walks and dining out. My friends and family are a huge part of my life so I make sure I plan days with them.

"My time at BCS in Melksham has been fantastic. I cannot express how supportive my manager and colleagues have been. Everyone pulls together and no success is missed. I feel truly valued working in the team and I am so excited to see where the future takes me," says Kate.

Commenting on the new recruits, Julie Charters, Branch Manager, said: "I could not have asked for two better recruits. Tiffany and Kate have both excelled since joining us in Melksham and have hit the ground running. They are focused, excel at any challenge and are an asset to the team. They are both already obsessed with the weekly figures which drives them on.

"Both have been well received by clients due to the empathy they have developed from a care background. As both girls are ambitious, I am really excited for their futures within Bailey Care Services. I am very lucky I have an amazing team!"



L to R: Kate & Tiffany, BCS



## Congratulations

to Rachael Parker, BCS Worthing, who gave birth to her daughter, Amelia Rosa Parker on 16th April.

## We're all in the same (dragon) boat – for charity!

The tension was so thick you could cut the air with a knife at the start of the final of the 3rd annual Rotary Clubs' Dragon Boat Challenge held at Edgbaston Reservoir on June 10th where a combined SWS team, aka Reservoir Dogs, took on competitors BCHC Beowulf's and St Georges School.

The combined motley crew from The Best Connection Training, Onsite Connection and Matrix Training & Development battled with eleven other teams to finish second in the grand finale - a gnat's whisker, 0.01 seconds - behind the winners! Oh, so close – but unfortunately, no cigar guys!

The charity event was organised by two local Rotary Clubs, The Rotary Club of Edgbaston Convention and the Rotary Club of Birmingham Breakfast. The SWS team raised £439 from the event which was equally shared between the two Rotary Clubs and Fisher House charities.



So close and yet so far . . . brilliant result – well done team SWS!

Powering the Dragon Boat through four muscle-wrenching races were: Ranjeet Mand, Kinny Rock, Connor Martin, Lottie Jarvis, Richard Owen, Jodi Johnson, Lewis Heming, Lee Heming, Iain Brown, Mateusz Filipak, Martin Vale, Alex Dirman, Joanne Pritchard, Katie Yorke and Ben Evans.

Well done to all the oars men and women for taking part and supporting the wonderful charities.



# Canada

## beckons Mark Bowley



Mark Bowley

Mark Bowley, Senior Manager, has 11 years' service with The Best Connection. He joined TBC in 2004 having left Her Majesty's Forces and now a new world beckons as he prepares to move to Canada.

"I started in Crawley as a trainee consultant and worked on the HGV Division. During my time in Crawley I was promoted to Senior Consultant and tasked with developing the Industrial Division. A year and half later I was promoted to Divisional Manager and took my first branch opportunity in Eastbourne. A year on I was also given responsibility for Croydon and later Guildford," explains Mark.

Mark is moving to Canada and will be opening a new branch in Hamilton, Ontario. Hamilton is known as the 'Ambitious City' and is the 9th most

important city in Canada with a population of around half a million people from various nationalities. The city's economy has relied heavily on its steel and manufacturing industries but the science and health sectors are increasingly contributing to its development. Hamilton Harbour has become one of the most important maritime ports in Canada.

"When TBC Inc was announced a few years ago I had already gone into world domination mode! Off I went, burst through the front door at home and said "Can we move to Canada? TBC are opening branches and I want to throw my name into the mix!" However, as my wife was pregnant at the time she gave me a solid 'No!'," said Mark.

"I've always expressed to my wife the

desire to replicate my successes here in an international arena. My children are at the age where it should be easy for them to acclimatise to change. It's safe to say I owe a lot to my wife for supporting my career with this life-changing opportunity and believing in my long-term goals," added Mark.

We wish Mark and his family every success in putting TBC Hamilton on the map and hope they have a great life in Canada.



## Badger — Cup — results



Sammy Grove being congratulated by Marcus Jepson

In spring this year, Marcus Jepson once again held his Sales Badger competition - the imaginatively named 'Rise of the Planet of the Badgers'. For this competition individuals played against each other over a quick-fire four weeks to see who could set the most visits and win the highest number of new clients. The competition commenced on Monday 6th March 2017 with a chance to win prize vouchers and the now coveted, Southern Regional Badger Cup.

With 3 Points for a new Visit and 5 points for a new client, competition was fierce from the outset, with consultants resorting to every visit-setting trick in the book to edge ahead. In the end, an immensely close call saw 1st place and a commendable 50 points awarded to Sammy Grove in Ashford with the runner-up, Paul Joyce in Maidstone, only 1 point behind with 49 points, whilst 3rd place - with a creditable 46 points - went to Henry Gebbett, also of Maidstone.

The Best Newcomer award, with a high number of new conversions, went to Fahad Raja from our Heathrow Branch.

Here's looking forward to our next competition - what will the Badger think of next . . . ?



2nd prize L to R: Marcus Jepson, Paul Joyce and BM Carl Davis



3rd prize L to R: Marcus Jepson, Henry Gebbett and BM Carl Davis



Best Newcomer L to R: Marcus Jepson pictured with Fahad Raja and BM Tom Smith

# Paigen Tabiner celebrates 3 years with Bailey Employment Services

Paigen came to Bailey Employment Services fresh from school and has become an integral part of the team. Three years on, this is what she told us about her journey.

"I started my adventure with Bailey's helping with pre-screening candidates for the commercial division when I was 16. I was then given the opportunity to move onto reception with Dee Chessman and to learn the new payroll system. I am now 20 and having spent the past three years at Bailey's I have learnt a great deal of new things about work and life. I love all the aspects of my job from reception duties to inputting payroll for three plans and dealing with clients and temporary workers. With my 'mother hen' Dee leaving, I realise how much she has taught me and what we have learnt together.

"I have overcome a lot of difficult obstacles during the past three years and I wouldn't have been able to get through them without the support and help of our team at Bailey's. I am now considering working towards an NVQ as I am keen to progress my knowledge of payroll and gain even more responsibility," explained Paigen.



Paigen Tabiner

## Becky Maskill joins Bailey Employment Services

Welcome to the SWS Group Becky! Becky joined the Bailey's team in February this year as a part-time Administrator-Receptionist.

"I worked as a Legal Secretary in the past and have come back to work after a career break to bring up my three boys," said Becky.

"I was fortunate to know my manager, Michelle Oxborrow and mentioned to her that I was looking to return to work and she was keen to give me an opportunity. When Michelle described the role, it sounded ideal as I could fit my hours around my family commitments.

"I absolutely love my job because I enjoy meeting people and helping them in their journey to find suitable employment. I enjoy the variety of work I undertake and having to use my own initiative. My future aspiration would be to gain more knowledge, experience and confidence in the job I am doing to help continue the success of the company," added Becky.



## New Starter Izzy Bullas

Welcome to the SWS Group Izzy!

After sailing the seven seas and travelling the world during her 'gap-year' Izzy has embarked on a career in recruitment and we are pleased she has chosen to start this fantastic journey with Bailey Employment Services.

"I am delighted to have joined the hard-working team at Baileys. The opportunity to get into recruitment arose and I just couldn't turn it down. Recruitment is new to me but I am eager to learn and I'm thoroughly enjoying picking up different aspects of the industry. While my job can be challenging at times, it is also extremely rewarding. What I enjoy most is that every day is different and I love communicating with people and building strong working relationships.

"Joining BES has been a real eye-opener for me. I have been surprised to see how much work goes into the recruitment process. It's so exciting to work in a team that puts so much hard work into what they do and really make a difference to people's lives. I would like to thank everyone for making me feel so welcome and I look forward to a long and successful career here," said Izzy.



# Facebook – do you 'like' it?!

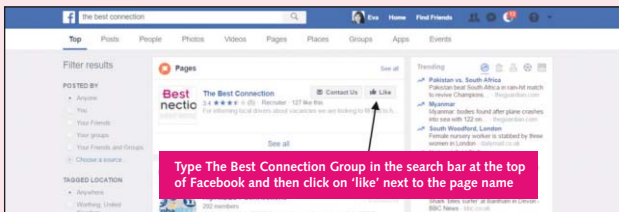
Facebook is a powerful social media tool that we can use to connect to prospective job candidates. Used correctly, it can provide access to a huge database of people. To make our Facebook marketing as successful as it can be we need you to 'like' and 'share' as much as possible.

We use Facebook regularly and want you to 'like' The Best Connection Facebook page so you can see what we are posting. We would love you to 'like' and 'share' our posts as that will help our jobs reach more people.

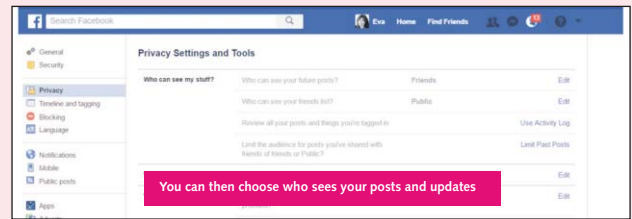
*Stay safe on Social Media – have you checked your settings lately?*

When you 'like' our page you will see all our updates, however, we will not see any of your updates or view your profile. If you share a post you will be sharing it with all your friends - again we will not see any of your information.

How do you 'like' The Best Connection's Facebook page?

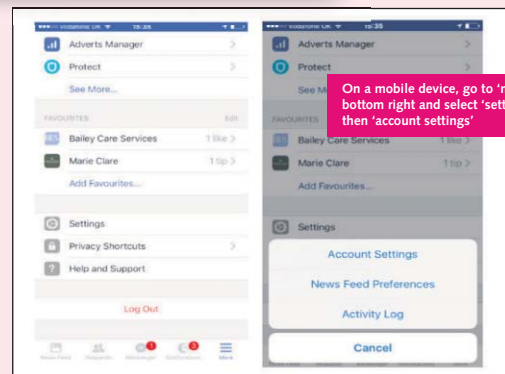


Type The Best Connection Group in the search bar at the top of Facebook and then click on 'like' next to the page name



You can then choose who sees your posts and updates

*Keep your settings private!*



On a mobile device, go to 'more' bottom right and select 'settings' then 'account settings'

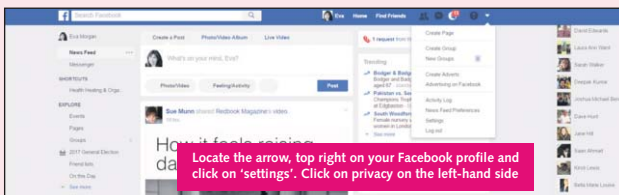
*Think before you post!*

*Keep your personal data protected when using Social Media!*

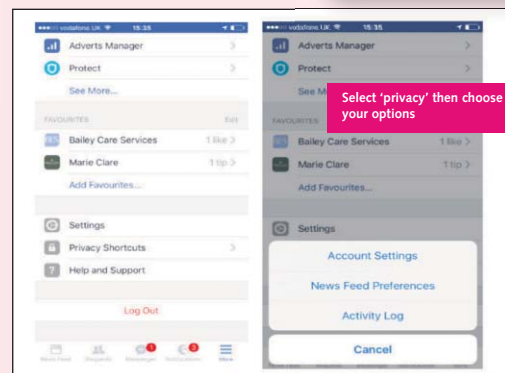
## Privacy

If you are worried about who can see what on your Facebook profile, follow the steps below to check your privacy settings.

### Desktop



Locate the arrow, top right on your Facebook profile and click on 'settings'. Click on privacy on the left-hand side



Select 'privacy' then choose your options

# JustGiving™

## JustGiving Charity Update

Following the huge success of the Fisher House fundraising campaign which generated £50,000 for the charity, there has been a lot of interest from many people across the Group in continuing fundraising efforts for a range of charities. In response to this, we wanted to let you know that the SWS JustGiving page can be updated to allow you to support your chosen charity. The HQ team at Topaz are kicking-off their activities with 'dress-down Fridays' and have selected Dogs Trust and the Alzheimer's Society as the initial beneficiaries. It is planned to change the recipient charities of 'dress-down Fridays' every three months - more on this in the next issue.

If you would like to support either of these charities, you can visit the <https://www.justgiving.com/company/SWSGroup2017> to register your activity and progress. If you would like to nominate your own charity, please send details and photos of fundraising activities to Jan Blann (jan@marketnotions.com) and we can set this up for you on the SWS JustGiving page and also promote on social media. Please note that it must be a UK registered charity.

We look forward to hearing about your adventures, challenges and the fun you'll no doubt be having throughout the year.

**Good luck, keep safe and happy fundraising!**



# Spotlight on Sarah Twinn, TBC Cardiff

My recruitment days began working for a very large, independent commercial agency in Bristol where I started as a 'girl Friday' undertaking basic administration duties. This was my introduction to working on a 'temps' desk with over 500 people out on a weekly basis at peak period. I also worked on permanent placements for a while but really preferred the temps desk due to the faster pace! I worked at the Sue Sheppard agency for 12 years and progressed to running the agency for a short time. During that period, I managed over 25 permanent staff. This was fantastic experience that gave me the grounding that would serve me for many years to come in the recruitment industry.

From Bristol, I moved to the south coast and joined an agency in Southampton where I took my first junior management position and what a challenge this would be! I was new to sales, to the area and to the distribution and haulage recruitment business. I was told I had six months to turn this poor-performing branch around otherwise the doors would be closed. This was the beginning of my love for sales and my springboard to future success. Eleven months later, the Eastleigh branch was turning over £1million in sales! Having proved my ability, I was promoted and asked to manage a larger branch that had 13 consultants and a budget six times' the turnover of Eastleigh. I soon discovered my love and aptitude for business development and over the 11 years with the company I was engaged in various trouble-shooting roles to assist underperforming branches. I was also involved in the implementation of the corporate sales strategy which was rolled out nationally during the recession in the late '90's. During my time at this business by far my greatest achievement was winning the company's annual sales competition for three years in a row!

When my son was three years old I spent a year in the USA living in San Antonio, Texas. On my return to the UK, I joined an employment agency running their flagship branch with over 12

consultants and then took on a regional sales role covering five branches. Since then, I have spent many years working in the industrial and driving sectors and have won some very significant accounts over this time.

I joined The Best Connection in November last year as the branch manager for Cardiff. I have thoroughly enjoyed working with and supporting existing and new members of the team. We have set out a strategy to build and develop a new team focused on 'activity' with existing, lapsed and new clients. The branch has benefitted with starting each day with the 'power-hour', where all consultants and managers hit the phones for the first hour of the day speaking to our existing clients and targeting new ones. This has created a real buzz with lots of positive results. The key focus and achievement of the branch over the past few months has been the number of clients gained and climbing The Best Connection's sales league tables each month! In April 2017, I was asked to oversee the Newport branch and I look forward to also opening a few more branches in South Wales in the future.

Outside of the world of recruitment and sales, my interests and hobbies include swimming and supporting the Bristol and England rugby teams. I also have a keen interest in horseracing and try and attend racing events at Cheltenham, Bath, Warwick and Chepstow.

One fact that people may not know about me - I was at the Wimbledon tennis final the first year Andy Murray won the tournament!



Sarah Twinn

## The Best Connection welcomes Delwyn

**New starter, Delwyn Williams, joins TBC Bristol team as Industrial Divisional Manager. We asked him to describe the challenge that lies ahead and a little about his background.**



Delwyn Williams

Delwyn joined TBC in late February 2017 and was given the task to grow the industrial division in Bristol through the development of existing clients, regenerating lapsed accounts and winning new business. His main goals are to expand the team, nurture the branch and to create a flagship business in the SW region for TBC. Piece of cake then, Delwyn!

"I started in recruitment in 1994 and have worked across various sectors including Industrial, IT & Telecoms and Technical & Engineering. Most of my assignments have been within the UK, though I did manage an agency in Munich that supplied recruitment solutions across the European mainland in a former life," explains Delwyn.

Before joining TBC, Delwyn was

instrumental in regenerating a failing branch for another agency and grew that business 20% year on year.

"Outside of work I am a keen DIY enthusiast and my current project is renovating a house in Gloucester. When I'm not covered in paint and sawdust, I also enjoy reading across a wide range of subjects and exercising my brain with crosswords and puzzles. I am also a keen rugby fan," added Delwyn.

A little-known fact about Delwyn is that he once made a 10-minute speech to a group of families in Aarhus, Denmark – in Danish! Wow – he shouldn't have a problem with the West Country accent then!

# CTS partner with Travis Perkins for 2017

City Transport Solutions is working closely with Travis Perkins to bring enhanced benefits to its temporary driver replacement programme for 2017.

Building on the success of last year's pilot scheme in Bristol, Travis Perkins has expanded its locations for the 'fit-for-purpose' driver project underpinned by CTS' 'Passport-to-Drive' which ensures that compliance is at the heart of the project.

The driver project creates a pool of 'fit-for-purpose' drivers, issued with their passport to drive, that are available to work in each of the TP cluster areas across all the Travis Perkins Green and Gold branches.

The 'Passport-to-Drive' scheme ensures that every driver is 'fit for purpose' as all replacement drivers will have been assessed to the same high standard as TP's own employees.

## Key benefits include:

- Compliance processes are upheld and viewed on-line by all TP operating sites
- Improved quality of drivers who are assessed to the same standard as TP's own employees. Only 'Passport-to-Drive' holders will be utilised within the Green and Gold brand
- Enhanced Productivity – the drivers will become familiar with TP's products, processes and routes
- Improved reliability – a consistent level of service will be provided to all TP branches
- Increased driver availability – TP can plan deliveries with confidence

- A superior delivery experience for TP's customers
- Reduced risk of damage to TP's vehicles.

"Teamwork across all departments of the business is the key to success", says Mark Gooden, Managing Director, CTS.

The operations team at CTS, headed up by Mel Farrow and Abbie Sands, have been extremely busy organising the rollout of each region. Liam Murnaghan, CTS' supplier-relations guru has been enlisting the help of driving agencies in each region to build a skilled pool of assessed drivers for the project.

Charlotte Penn, operations project co-ordinator, has been doing a fantastic job arranging the logistics to deliver the project on time. Charlotte has been working closely with the regional managers at Travis Perkins to create the fit-for-purpose drivers ensuring assessors, drivers and the right vehicle specification are available at the same time and location.

**"It's the best service we have ever had"**

Dan Beresford – Regional Manager

The administration team have managed the accuracy of all supplier invoices, consolidating these into one clear concise invoice to Travis Perkins. All of this has been driven by the ctsDRIVE platform, managed and developed with the incredible IT team, led by Mario Kyriakou.

"This year we have arranged trainers to be assessed by Travis Perkins' own trainers to certify that they can operate to Travis Perkins' standards. City Transport has been working closely with our colleagues at FleetMaster to deliver this training," added Mark.

**"CTS is the route to compliance"**

Andy Ray - TP Regional Fleet Manager

Approved FleetMaster trainers have then been used to assess all agency drivers to the Travis Perkins fit-for-purpose standard. Prior to agency drivers being selected they must be approved through CTS' compliance checks which look at the driver's details that may include past driving experience, driving licence, crane certificates, CPC and tachograph cards.

The fit-for-purpose training gives Travis Perkins the confidence that its agency drivers are compliant, capable and are of the same quality as their own drivers.

Helen Fox has supported the project in an account management role and reports that it has been well received within Travis Perkins. They have achieved their aim of keeping their lorries moving throughout the peak season. The pilot regions have reported an improvement in the level of service and the standard of driving which in turn supports their next day delivery commitments.

## Spotlight on . . . Cathy Searle CTS Logistics

Cathy joined the CTS haulage team in Aylesbury in September 2014. A chance conversation with a friend led Cathy to apply for the part-time position in office administration. Cathy was perfect for the job having spent many years working in the industry with AJG International which later became Norbert Dentressangle.

Already known by many of the drivers, Cathy very quickly became an integral part of the haulage team. She is the eyes and ears of the team, a great listener and very efficient at what she does.

Cathy has since taken on the responsibility for credit control with great enthusiasm and has shown tenacity in dealing with

customers. She is self-taught on Excel and has become a master of charts and graphs and thrives on any challenges the office may reveal. Cathy is now working full time and is a hugely important member of the team.

Outside of work, Cathy is married with two sons and keeps busy going with her son number one to gigs as he is a drummer and watching son number two racing mountain bikes. She also cares for her aunt who has recently had a long spell in hospital, helps her mum and dad and is always there whenever family members or friends call for help.

Cathy enjoys her job, her monthly visits to the Hemel Hempstead office and her

contribution to the Leighton Buzzard team creates calmness and warmth in the office.



Cathy Searle



# TBC, Wincanton Screwfix and iForce Dunk for Charity!



Craig Robertson, Divisional Manager, Cannock Branch



Gez Prenergast, Communications Manager, Wincanton

A team of courageous water-lovers from TBC joined forces with their prestigious clients, Wincanton Screwfix and iForce, in a 'Fun Day' fundraising event that involved getting very wet! Well, it's certainly been the weather for it!

The event, which was held on Saturday 17th June, featured many attractions and activities including the dunk tank, bumper cars, bouncy castle, a petting zoo, face painting, tombola, BBQ and ice cream stalls. The sunshine brought out the crowds with around 500 visitors enjoying the event.

Proceeds from the day, which topped £4,000, will be split between the two chosen charities; Staffordshire Woman's Aid & Shropshire & Staffordshire Blood Bikes.

According to the feedback we have received, the team's dunk tank proved to be exceedingly popular, no doubt because there was representation from the management teams from participating parties. People were more than happy to put their hand in their pocket to launch the selfless individuals into the water (you can see why stocks were so popular back in the day!).

"You could see from the look of determination on the faces of all those attempting to dunk our willing participants that this was their opportunity for payback!", commented Craig Robertson, Divisional Manger, TBC, Cannock.

From all accounts, the day was a great success for everyone involved and coupled with the amazing weather, attractions and attendance numbers, it will be a day to be remember.



Marcin Kot, Warehouse Team Manager, Wincanton



John Turton, General Manager, iForce



Natalia Watroba, Onsite Co-ordinator, Wincanton



Lee Bennett, Senior Branch Manager, Cannock & Sutton



L to R: Front row: Natalia Watroba, Onsite Co-ordinator, Wincanton Screwfix & Daniel Lawton, Resourcer  
Centre: Lee Bennett, Senior Branch Manager Cannock & Sutton, Craig Robertson, Divisional Manager Cannock & Tom Pickford, Industrial Consultant Cannock  
Back centre - Steve Montgomerie, Deputy General Manager, Wincanton



Wendy Lawton, Warehouse Team Manager, Wincanton



## A Day in the Life of . . .

# Nikki Fawkes

## Bailey Care Services



**How did you get into the care sector?** Initially, I worked in domiciliary care to fit in with my son's nursery hours. I enjoyed it so much that 20 years later I'm still here!

**What is it about care work that gets you out of bed in the mornings?** No day is the same and you never know what the day will hold

**Do you have pre-work duties?** My son is now 22 and has flown the nest, so I can relax with a cup of tea in the morning and enjoy some peace and quiet

**How do mornings differ from afternoons?** They don't really as it is busy all day

**What would you do without your mobile phone?** Have a peaceful life but I would feel completely isolated as it has my life on it!

**What makes you laugh a lot at work?** Julie my manager! We seem to have a psychic connection and know what each

other is thinking. We get it right (most of the time)!

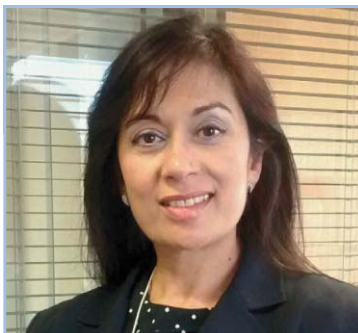
**Has your day job evolved naturally since you joined BCS?** I started as a trainee and I had no recruitment experience; I am soon to be moving from Melksham to a new branch in Newport, full of confidence gained from Julie and the training I have received

**How do your friends and family think about the work you do?** A lot of my friends and family also work in care so we all support each other

**What is the most challenging part of your day to day job?** Never having enough staff!

**Do you have any obsessions?** I am a little bit obsessed with lists; I am not happy if things are not organised!

**How do you balance work and play?** I enjoy the gym and spending time with my family



Pier Sinclair

## Pier Sinclair joins BCS Poole as Branch Manager

**With almost five years spent working in domiciliary care and equipped with the knowledge gained in the sector, Pier Sinclair was ready for a new challenge and the Branch Manager role at Bailey Care Services, Poole, was just the ticket.**

"I was thrilled at the prospect of joining Bailey Care and having the opportunity to expand Bailey Care Services in Dorset. With my previous experience in the recruitment sector and several years in business development roles for large national companies, I appreciate the challenges faced in recruiting suitable staff and the importance of delivering excellent service," said Pier.

Since starting with Bailey Care, Pier has visited other branches and met the teams to learn more about how the business runs.

"One of the reasons I joined Bailey Care was for the commitment and dedication shown in training staff which I feel has been a key factor in the success of the SWS Group as a whole. I am truly looking forward to building a successful business here in Poole, striving to deliver the best standard of service to our clients and developing a team of staff who will be proud of the job they do and where little things can make a big difference!" added Pier.

Outside of the hubbub of work, Pier says she tries to find the time to keep in shape. "To keep fit I go to the gym (well, I try!) and long country walks, if time allows! I have studied nutrition and try to maintain a holistic approach to my diet. Most of all I love spending time with my family and loved ones and treasure our moments together."

## Kelci Charlton CPA



Kelci Charlton

Kelci Charlton joined CPA Recruitment's Canada team in March this year. Graduating from Conestoga College with a degree in Business and a focus on marketing, Kelci puts her education to good work when dealing with clients and marketing herself in the industry. With 5+

years of experience in executive search and the recruitment industry she is eager and ready to hit the ground running and build her career with CPA Recruitment – and has just made her 1st placement - congratulations Kelci!

# A Day in the Life of . . .

## Carly Meads

TBC Onsite Project Manager



The Best Connection's growing Onsite Connection team lead a somewhat different life to many other business functions. Working with the customer as part of their operation is a huge responsibility that demands trust and true partnership. We talked to Carly Meads to find out a little more about herself and this is what she told us.

### How did you get into the recruitment industry?

By pure chance! I was made redundant in December 2012 and I knew the recruitment consultants in the Tamworth branch so I popped in on the off chance of finding a new job. Danny Keyes told me about an Onsite Co-ordinator position at Faurecia which sounded great. I was interviewed for the role and started with The Best Connection on the 4th January 2013.

### Briefly describe your job

As a Project Manager, my job is varied and every day is different. My main role is to deliver TBC processes and procedures to all new Onsite customers and added value contracts. I also recruit and train new Onsite Co-ordinators, Account Managers and Area Account Managers. I audit existing Onsite customers annually and make recommendations for improvements and highlight all the good work our Onsite Co-ordinators do.

### What is it about your job that gets you out of bed in the morning?

I genuinely enjoy what I do. I like the fact it's a varied and a national role. Don't get me wrong - getting up at 4.30am to be onsite at 7am on the other side of the country is not always appealing but overall I like being somewhere different every day.

### How do you begin your day?

At the moment, being 8 months pregnant, it's with a roll and a moan as the baby is lodged in my ribs but usually it's checking the traffic report to see how long it's going to take me to get to my destination.

### What is the first thing on your mind when you get in your car?

Please don't let there be any heavy traffic, then after that it's usually a recap in my head with all the tasks that need to be achieved that day.

### How do mornings differ from afternoons?

Most of our Onsite Co-ordinators are morning starters so the majority of the time it's achieving what I need to do with them. Afternoons tend to be more admin based and preparing for the next day (or stuck on the M6 if there has been an accident).

### What is your favourite meal?

Anything Italian - pizza, pasta and Ice cream! As I am 8 months pregnant

I'm enjoying all food and not worrying too much about the calories!

### What would you do without your mobile phone?

I wouldn't be able to function at work but for me personally I think I would cope quite well.

### What makes you laugh at work a lot?

A corny and obvious answer but it is all the people I work with from the Onsite Connection Team to the branches.

### What do your friends and family think about the work you do?

They kind of understand what I do but it's taken a while to explain. I suppose they don't really have an opinion one way or the other as it's such a varied job and there is nothing really like it anywhere else.

### How do you balance work and play?

I try to make the most out of my evenings and weekends. Pre-pregnancy I liked going to the gym (and working off some frustrations!), meeting with friends and drinking a glass or two of wine.

### If Hollywood made a movie about you who would you like to see cast as you and why?

Jenifer Aniston. She is about 20 years older than me but I think she is stunning and I wouldn't mind looking like her when I get to 50!

### Complete the sentence: I am happiest when . . .

. . . On holiday, sipping a cocktail or two!

### Tell us something people would be surprised to know about you

I went travelling when I was 20. I lived in Australia for a year, travelled around New Zealand, Thailand and India. It was the best two years of my life and while I look back now and think I was probably a bit too young to really appreciate what I was doing. I know the 32-year-old me would be too scared to do it now!



# ISO 9001 Audit - Quality and Compliance high on the agenda at Bailey Employment Services



It has been a busy few months at Bailey Employment Services, Goole, with preparations in full swing for two important audits. The first for Howdens Joinery which is a major client and the second, ISO 9001 for quality management. And this is how it all unfolded . . .

## Howdens Joinery

This year, Howdens Joinery conducted an audit of Bailey's recruitment processes which entailed a set of questions and site visit to Goole to evaluate internal processes to determine the legal risk to Howdens' supply chain.

The audit was heavily focused around right to work checks, derogated contracts, assurance around guaranteed hours, AWR

and communication with Howdens' personnel.

## ISO 9001 audit

This was the first ISO 9001 audit the branch has undertaken.

Commenting on the audit process, Michelle Oxborrow, Manager, BES, said: "The nature of this audit made us focus on procedure, quality processes and recording of all branch information. Processes were audited on control of documents in relation to registration through to payroll. One key area was interview notes for every candidate and our referencing procedure. We also had to produce minutes from our weekly branch meetings.

"As part of the ISO preparation, we have started sending out client evaluation surveys which were reviewed and audited. This is a new process and the auditor was happy to see

work in progress. A big thank you to everyone in the Goole office especially our reception team Becky, Cheryl and Paigen who put lots of extra work into undertaking internal audit checks prior to visits and also thank you to Dave Payne from Head Office for all his initial set-up work and guidance."

We are pleased to announce that BES Goole passed the ISO 9001 with no major or minor non-conformances and Howdens were awarded the highest level of assurance from their audit. Well Done!

"Lots of hard work goes into keeping us compliant as agencies. Since the advent of the Agency Workers Regulation 2011 our jobs are harder than ever, but it is what defines a good agency and assurance to our clients," added Michelle.

## Dee's Leaving Party

After 10 years with Bailey Employment Services, Dee Chessman decided to move back to her beautiful homeland of Thailand. But before they would let her go, there had to be a memorable night out . . . and so there was!

"We always promised to take Dee for a night out at a Thai Restaurant. It was a fantastic evening at ZAAP THAI in Leeds! Food and drink flowed with us all trying some new Thai delights recommended by Dee," said Michelle Oxborrow, Manager, BES.



Easter egg colouring competition winners Raphaella (right) and her older sister, Daniella

## Easter Egg colouring competition

Bailey's Goole has introduced a children's colouring corner to make the process of client registration family-friendly and it's been a great success!

"We have found that many workers registering with us come along with their children so we thought we would give them an activity to occupy them. Children love coming in and their parents can register or chat to Bailey's staff while the children complete a colouring sheet or word search. As part of Easter celebrations, we ran a children's colouring competition which was won by aspiring artists, Raphaella and her older sister, Daniella," explains Michelle Oxborrow, Manager.

# New Directions Event targets over 50's



Chris Jehan, senior consultant, TBC Guildford

In April, The Best Connection was given the opportunity to showcase the company's capabilities at the New Directions Employment Exhibition held at Alton College, Hampshire. The event, which was hosted by Damian Hinds MP for East Hampshire and Minister of Employment, was targeted at people over the age of 50 looking for new employment, re-training and voluntary opportunities. And as we know – with life starting at 50 nowadays - this represents a large group of untapped and experienced people.

The Best Connection was represented by consultants from the Guildford Branch who promoted the company's various vacancies for temporary and permanent staff within the industrial, driving, retail & distribution sectors. As an equal opportunities employer, the staff at TBC Guildford are very enthusiastic about assisting with finding employment opportunities for all those who attended the event.

Over the course of the day there were a series of talks from a wide range of speakers offering advice and information on how to make the change of direction. The Best Connection team provided advice on how to secure future employment and shared current vacancies for those seeking immediate short term and long term assignments.

## TBC wins sole supplier contract for warehouse workers with DHL NISA

Following a thorough tender process and a lot of hard work, TBC has been awarded sole supplier for the provision of warehouse staff to DHL NISA. The opportunity came about through TBC Scunthorpe who had been supplying some temporary workers to the client for a number of years. They had been let down by their existing preferred supplier and turned to the TBC Scunthorpe team for urgent assistance.

The customer initially booked two temporary workers. This quickly turned to 10, 20, and eventually 50 running alongside another agency supplier. Following this engagement, the client decided that going out to tender for sole supply for warehouse staff could potentially give them the additional added value that an Onsite provider would bring.

The TBC tender response was meticulously collated by National Sales and presented by James Morgan. The details demonstrated a cost saving to the client based on improved temporary worker attendance and performance tracking. Following three months of tense negotiations, TBC was successful and was awarded

sole supplier status for warehouse staff from 2nd April 2017!

Debbie Shore, Senior Account Manager, now heads-up the Onsite Team of Dawid Szymkowiak and Emma Blanchard. With the squad now in place, TBC is best placed to drive improvements on attendance and performance to meet the Service Level Agreements (SLA's).

This is a great example of how helping customers in their hour of need can result in new opportunities. Well done to the team and good luck with those SLA's!



## Stop Press ...

CPA Canada moving to new, larger office in Burlington, Ontario in August



# Congratulations to Phil's competition winners!

There is no doubt about it - when it comes to the art of sales, TBC has some of the best people in the business. In each issue of SWS Best News we report on competition winners across the company that show exceptional performance. In this issue, we share the results of Phil Simmonds' sales competition for Greater Manchester and the North-East. We are delighted to reveal that the respective winners are . . . Oldham driving division with HGV Consultants, Lee Jones and Kevin Cutting generating the highest annual revenue and Middlesbrough's Sarah Angus, Industrial Consultant and Nicola Davis, Trainee Consultant.



L to R: Helen Bainbridge, Branch Manager, Nicola Davis, Ind Cons 1, Sarah Angus Ind Cons 3 (currently on maternity leave) & Jeff Gray, Senior Manager



L to R: Derek Eelloo presenting Award to Oldham Driving Consultants, Kevin Cutting and Lee Jones

## Jason Melia's Dancing Daughter

TBC senior manager, Jason Melia, has a secret. There is a dancing star in his family and we are led to believe that he likes to do a twirl or two himself! In May this year, Jason's daughter, Madison, competed at the British Isles Freestyle Dancing Championships held in Prestatyn, North Wales. She impressed the judges and snatched second place in her category. This was followed by a father/daughter dance routine which bagged them a respectable 6th place.

Since the event Madison has also competed in the All England Freestyle Championships and grabbed another impressive second place.

From all at SWS Group we would like to say well done Madison and to Jason, you dark-horse and . . . keep dancing!

Madison & Jason Melia



Jane Lynch

## Jane sings for Compton Hospice

With so many talented people in the SWS Group it's great to see what some of you get up to outside of work. One such individual is TBC's Senior Branch Administrator, Jane Lynch, who is based in Wolverhampton. We managed to 'covertly' (thanks Samantha!) obtain some pictures of Jane performing with her band at The Robin 2 in Bilston to raise money for Compton Hospice ([www.compton-hospice.org.uk](http://www.compton-hospice.org.uk)). The hospice provides care and support for families living with incurable illnesses across Wolverhampton, Walsall, Dudley, Sandwell, South Staffordshire and East Shropshire.

Fantastic cause and from all accounts Jane was a knock out!

## Congratulations

to Inga Grauzaitė, Payroll Administrator, TBC Topaz, on recently passing her driving test. Well Done Inga!



# Celebrating 10 years with TBC!

It is fantastic to see so many people from across the UK reaching a decade with the company. This brings character and stability to the business, not to mention the collective years of knowledge and experience that we all benefit from! So, huge congratulations to all the following employees who have been with us for 10 years. Thank you for your hard work, support and loyalty and we look forward to many more!



Paul Atkinson, Senior Manager Stoke and Crewe congratulating Alex Ingram



Paul Atkinson, Senior Manager Stoke and Crewe with Jo Pedley



Andrew Sweeney congratulates Linda Hartley

**AJIT RAI**  
**IAN RUSSELL**  
**ALEXANDER JONES**  
**BRUCE TROWER**  
**CHRISTOPHER HENRY**  
**LINDA HARTLEY**  
**MALCOLM BROWN**  
**NOEL WOODLEY**  
**JOHN READER**  
**RACHEL BUSBY**  
**MICHAEL WILLIAMS**  
**CHRISTOPHER JONES**  
**MARK GODWIN**  
**MARK BOWLEY**  
**MARIA CARVAJAL**  
**ALEXANDRA INGRAM**  
**HELEN WOODHOUSE**  
**LEE GILBERT**  
**DANIEL HARLOW**  
**BEVERLEY SPENCER**  
**ANN HARPER**  
**JOANNE PEDLEY**  
**GARY WATTS**

**West Bromwich**  
**Onsite Connection**  
**Wolverhampton**  
**Plymouth**  
**Plymouth**  
**Topaz**  
**West Bromwich**  
**West Bromwich**  
**Crawley**  
**Dudley**  
**Northampton**  
**Coventry**  
**Kidderminster**  
**Eastbourne**  
**Swindon**  
**Stoke**  
**Bristol**  
**Leicester**  
**Mansfield**  
**Northampton**  
**Topaz**  
**Stoke**  
**Southampton**



Andy Presley (L) Coventry Branch Manager rewarding Christopher Jones



Ann Harper being congratulated by Andrew Sweeney



Lee Gilbert (R) Branch Manager of the Leicester office receiving his 10 year service award from his Senior Manager, Paul Taviner

## Backline Outbase delivers customer efficiency gains

Backline Logistics Support Services has developed an 'Outbase' facility on the outskirts of Exeter that offers secure parking, warehousing, cross-docking and delivery management solutions to a variety of clients including Tesco, Iceland, B&Q, Halfords, Travis Perkins and TK Maxx. Customers have their own vehicles located at the distribution centre which allows them to increase their utilisation, trailer fill and truck efficiency. It is also an ideal location for onward distribution throughout the South West.

Backline's Outbase facility is led by Julian White and is managed on a day-to-day basis by Kelly Hughes assisted by Marc Newton. The facility operates 24 hours a day and is well resourced with managers, supervisors and night staff. Backline provides the driving resource with most drivers starting and finishing in Exeter. This provides optimum driving distance from

delivery points in the region, reduces overtime costs and eliminates the cost of nights away. This, coupled with Backline's on-site supervision, debriefing and reporting capability, generates further opportunities for clients to reduce fuel usage, man hours and uneconomic vehicle operation.

In addition to the business benefits attributed to the Outbase, the facility also operates as a training centre. The training division, which is led by Simon Steer, ensures that both Backline's contract drivers and the client's drivers receive expert training and guidance. Courses are offered in CPC, ADR, FLT and lorry mounted loaders (HIAB and Moffett).

As a result of the acquisition, Backline's Outbase provides an excellent opportunity for other SWS Group businesses such as City Transport Solutions (CTS) and

FleetMaster, to complement Backline's Exeter operation. CTS aims to replicate the Leighton Buzzard-based logistics business with a second hub in Exeter and Backline's training division is looking to connect with FleetMaster to gain a partnered presence in Exeter.





# SWS Vacancies!

## Management Opportunities Await . . .

As the SWS Group continues to grow, so do the opportunities to develop our people into managers across the business.

"The Group has always invested heavily in developing a suite of management training not only to enhance the skills of our existing management team but also to develop the next generation of aspiring managers," said Neil Yorke. He went on to say: "We have deliberately fostered a culture to ensure that internal candidates are the first choice when management opportunities are created. We have many long-serving members of staff, one of the many reasons for this is the exciting opportunities we have been able to offer for staff to progress and fulfil their potential."

**Please see below opportunities that we have across the Group for Divisional or Branch Managers for both new and existing branches**

- Birmingham • Bailey Abingdon • Banbury • Basingstoke • Bristol • Chelmsford
- CPA Leicester • Hereford • Manchester • Nottingham • Preston • Rugby
- Slough • Swansea • Swindon • Truro • Tunbridge Wells

A full list of all TBC internal vacancies can be found at:

**[www.thebestconnection.co.uk/careers](http://www.thebestconnection.co.uk/careers)**

Please contact Andy Guest for a confidential conversation if you are looking to relocate, or further your career with the SWS Group

call **0121 504 3065**

or email **[andy.guest@thebestconnection.uk](mailto:andy.guest@thebestconnection.uk)**

# SWS GROUP



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EMPLOYMENT GROUP

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**BES Bailey**  
Care Services

[www.baileycare.co.uk](http://www.baileycare.co.uk)

**CPA**  
Food Recruitment

[www.cparecruitment.com](http://www.cparecruitment.com)



**FLEETMASTER**

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