

SWS... BEST NEWS

Meeting the challenges of record employment rates

Welcome to September's edition of SWS Best News. I hope your summer was enjoyable and you have had the opportunity to recharge your batteries for the autumn. In this edition, we recognise many notable occasions, including personal triumphs and experiences that form part of our daily lives. From five-a-side tournaments to weddings and birthdays, there's never a dull day at SWS! We also celebrate further expansion across our businesses with new office openings and moves to larger premises and cross-business shared facilities. Central to many of these stories is, of course, our customers and how many of you have developed close business and personal relationships by going the extra mile. I hope you enjoy reading this issue.

We are living in unprecedented times with employment levels at an all-time high. Figures for May-July 2017 showed a record unemployment rate of 4.3% with 32.14 million people in work, 181,000 more than for February to April 2017 and 379,000 more than the previous year. Things are looking good for UK businesses, so should there be any concerns? True, this is great news for our economy but ironically, it also represents a major threat to our sector. As the pool of available temporary workers becomes smaller, finding and keeping them becomes more challenging. Across the Group, we must work harder to compete and be willing to make a difference wherever and whenever we can. I know this is something at which we excel but we must not become complacent.

What this means in practice is not treating people as a commodity. We all work in a people business and must consider their needs first and foremost. Retention is achieved through proactive engagement and by doing the basics well. This includes using all types of communication effectively. Being responsive; replying to messages promptly and returning voicemails and emails in a positive and thorough way all demonstrate our caring approach. Taking the time to stay in touch on a regular basis also provides reassurance and keeps our business at the forefront of people's minds when they are next looking for work or are considering referring their friends and family.

Additionally, as people will have a far greater choice, it is imperative that we work with our clients to make them



Andrew Sweeney

attractive to work seekers. This could mean pay rates, length of assignment, prospects or simply how they treat the workforce.

Keep doing the basics well and it does pay off.

Thank you for your hard work and focus as we continue to grow and become a more a successful Group and good luck to you all with your future initiatives, contests and activities.

Andrew Sweeney
Chief Executive



NEXT ISSUE...

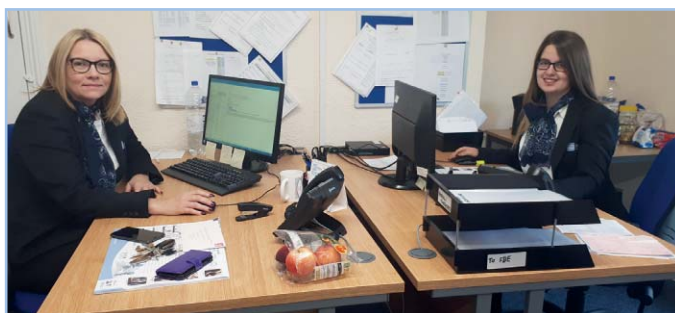
Could you please contact Jan Blann if you have any topics for inclusion in the next issue of Best News or with subjects for future Press Releases.

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Bailey Care Services extends into Wales!

As Bailey Care Services expands into Wales, Lisa Rothnie, Operations Manager, shares her views on the company's expansion.

"Bailey Care Services opened its doors in Newport this month! Exciting times for myself as this is the first completely new branch of BCS to open in my time and is our first branch in another country! Although it's early days the branch has already registered ten workers and signed six customers ready to use us as the doors opened; I wish the team continued success in the coming months and years in Newport."



L to R: Nikki Fawkes & Aurea Pires

Julie Charters is the Branch Manager at Melksham who is overseeing the Newport branch. Julie says: "What an exciting time it is for me and my team. I am looking forward to opening my second branch and getting it going. This is a great opportunity to get the Bailey Care Services name known in Wales."

The whole team in Newport (Nikki Fawkes, Co-ordinator, Aurea Pires, Trainee Co-ordinator and Emily Young, Administrator) are excited to be involved in the new branch and are all absolutely determined to make it a success.

Good Luck guys!



L to R: Nikki Fawkes, Aurea Pires & Julie Charters

Welcome to BCS Abingdon, Kim!

Kimiela Yearde has joined Bailey Care Services, Abingdon, as Care Co-ordinator. Here's Kim's story:

"Prior to joining Bailey Care Services, I was a carer for over two years. I thoroughly enjoyed it, but I wanted more responsibility. I was interested to see how 'the office' works with the clients, as I know what it's like from a carer's perspective. I had a very short spell as a co-ordinator with a different company, which wasn't the most positive. I then applied to Bailey Care Services because the Care Co-ordinator job description was exactly what I wanted to do. I was very pleased to be invited for an interview.

After my interview, I felt positive. I was offered the job and accepted because I felt that I could learn a lot from the current team. During the interview, I was told that the team has been with the company for several years and this was one of the main reasons I accepted, as well as being close to my home.

Accepting the job offer was one of the best decisions I have made. I have learned so much and have gained a lot of confidence within my role. I have had the opportunity to visit the Melksham site for training and met some lovely people. I look forward to kick-starting our residential service here in Abingdon and all the good things our team will achieve together."

Welcome aboard and good luck in your new role, Kim!



Kimiela Yearde

CTS drives efficiencies for the Bradfords Group

CTS has engaged with the Bradfords Group to provide a complete hire solution for temporary vehicles and drivers if required. The Bradfords Group is one of the largest independent builders merchants in the UK and has been supplying to the trade for over 200 years. The business operates branches across the South West, Herefordshire and Worcestershire and has one of the most highly regarded reputations in the building industry for staff development & training and is an Investors in People accredited company.

The Group Transport Manager's objective was to implement a robust hire process to ensure compliance and best practice

across the business. The brief was to provide visibility, compliance and control of all hire activity which CTS was able to offer as a total solution. This involved:

- Providing a central point of contact for all hire requests through the CTS Managed Service team.
- Sourcing vehicles and drivers to match Bradfords' specific criteria - at pre-agreed rates.
- Compliance checks to ensure all vehicles are roadworthy and each driver has the correct qualifications for the job.

All information is recorded and consolidated utilising CTS's unique

sourcing platform ctsDrive which enables a view of all activity at a glance. With this visibility, Bradfords Group is able to monitor what, where and why their branches hire.

Following the engagement with CTS, Bradfords is delighted and ready to take the next step to streamline the process further by automating the service. This will introduce tighter controls to curb unnecessary spend.



Spotlight on CTS IT team

ctsDrive is a great application and underlying its capabilities are a team of talented people who undertake support and development of the platform. We have been finding out a little about two of them - Rachna and Gwyneth - and this is what we've found.



Rachna Mehta

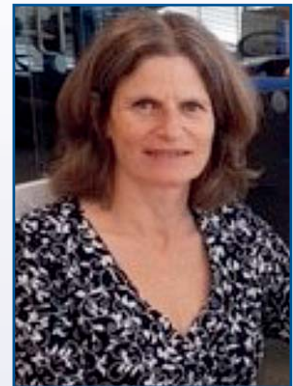
Rachna Mehta

Rachna joined CTS back in June 2016 and is the second developer on the team. Rachna brought a range of skills to the business and is up to speed with the underlying web development technologies used in the ctsDRIVE platform. She also supports the IT manager, Mario, in platform development and enhancement activities and since joining, these have included handling vehicle damage claims, helping the

web team maintain customer COB's and rate-changes and she is working on developing greater automation and self-service. Rachna is great at dealing with any day to day support issues. Rachna lives locally to CTS and has a family of two boys of 7 and 12 years and her husband of 14 years who also works in IT. Outside of work she likes to keep active by running, swimming and attending yoga classes. Rachna also loves spending time with her family; playing games like chess and watching movies.

Gwyneth Smith

Gwyneth is the most recent developer to join the CTS IT department having been with the company for only four months but in this short time, she is already making an impact on the business. Gwyneth has a financial services background and has worked for some big brands including Prudential and Santander. Gwyneth also spent some time working with her husband in their own IT business, developing software for the sports and leisure industry and has a vast wealth of IT experience. Surprisingly, Gwyneth didn't start her career in IT - she worked in a veterinary clinic!



Gwyneth Smith

Gwyneth works with the IT manager on smaller IT projects of ctsDRIVE to allow her to gain commercial experience in the temporary vehicle and worker business. We are sure it won't take her long to feel ready to take on larger projects. Due to Gwyneth's vast experience, she has a forward-thinking approach to projects and the business and has been helping to develop mobile technology to integrate with the CTS business. So, watch this space! She cycles four miles from the station to the office every day and encourages other members of the CTS team to go running with her at lunch time. Outside of work, Gwyneth is a mother to grown up twin boys and is a sporty person who enjoys playing squash and cycling with her husband. Even her holidays consist of sport - last year she spent seven days with her husband cycling 200 miles around Scotland!

TBC Inaugural 5-a-side Tournament is going to be a ball!

On September 16th from 11am, The Best Connection's 1st Annual 5-a-side football tournament will be held at Powerleague, Coventry. Initially, the event was scheduled to accommodate eight teams from around the company, however, after such high demand this was extended to 15 teams. The event has been organised by Maniel Bains from the Onsite Connection Team. Each participant and spectator will donate £2.50 to the Fisher House Charity.

"This is a great opportunity for people from across the company to come together, raise some money for charity and compete for The Best Connection Cup," commented Maniel Bains.



Maniel Bains



TBC teams:



- Real Onsite Connection
- Atletico Tyseley
- Coventry/Leicester Nuneaton Coalition
- Lutford FC (Luton & Watford)
 - Guildford Czech Army
- Forza Azzuri (Stoke & Crewe)
 - Celtic Nation (Carlisle)
 - Oxford Villa
- Sporting Abeergut (Enfield)
- The Hanger Laners/Earls Court
- Bourussia Munchin flapjacks (Newcastle, Sunderland, Middlesbrough & Darlington)
 - Lads on Toure (Blackburn & Wakefield)
 - 2 Goals 1 Cup (Leicester & Nuneaton)
- Hardly Athletic (Manchester, Stockport, Oldham & Bolton)
- MK Bedford Hurricane



With over 25 Branches being represented and an expected 150 people attending from across the country, this is sure to be one of the biggest events in The Best Connection's history. The format will be 3 groups of 5 teams round robin and then onto the knockout stages, with the eventual winners taking home The Best Connection Cup.

Support for Fisher House

As well as doubling the amount collected for the Fisher House charity on the day, Chief Executive, Andy Sweeney, has also kindly offered the following prizes:

1. A £50 shopping voucher for each member of the winning team
2. A £25 shopping voucher for each member of the runner up team

Good luck to all teams taking part and all spectators are welcome.

Please contact Maniel Bains on maniel.bains@thebestconnection.co.uk if you require any further information.

Results will follow in the next newsletter...



Happy Birthday Sue!

Congratulations to Sue Price, receptionist & industrial payroll administrator, TBC Walsall, on celebrating her 60th birthday. Sue is a long-standing member of TBC, having joined the Walsall team in November 2004.

Sue celebrated her birthday with a party with her friends and family – we hope you had a great time!



CPA on the move in Canada

CPA Canada is on the move! Now an established name in the region, the team has outgrown its office and has moved on to pastures new which provides a little more elbow room. Commenting on the relocation, James Wilkins, Managing Director, said:

“Over in Canada, the CPA office in Burlington, Ontario, has just recently moved their operations. After five years of growth they have increased their team’s size to the point that they

were at full capacity. The new office is a 50% increase in size and in the past year alone the team has been setting numerous new records within the branch – they just hit \$1M in permanent billings for the year-to-date in 2017!

“They look forward to continuing their success in the new space that will accommodate their expanding team.”

Good luck everyone in your new office!



TBC Inc gets fit ... for its clients!

We know what you are thinking. And no, it's not what Canadians get up to in their spare time you'll be pleased to hear! As fetching as the attire is, there is actually method in the apparent madness – and it's all about health & safety!

The Best Connection Inc. has recently started working with one of North America's largest electronic recycling companies and a condition of this relationship is safety training. The picture shows Christine Fielding (TBC Inc Woodbridge, 3rd from right) learning about what's involved when conducting a Qualitative Fit Test. A Qualitative Fit Test (QLFT) is a testing method used to assess the effectiveness of a respirator when worn by a specific employee and is a requirement when working with this client.

This type of test is the most common and covers most of the regularly used workplace masks such as N95, half-face and full-face respirators. An N95 respirator is a respiratory protective device designed to achieve a very close facial fit and very efficient

filtration of airborne particles. The 'N95' designation means that when subjected to careful testing, the respirator blocks at least 95% of very small (0.3 micron) test particles. The test involves the taste sensitivity of the person being tested and can be applied to any type of mask that does not have its own separate air supply. TBC Inc is now supplying this

client and has a great opportunity to broaden its relationship.

“It's moments like this that are the fodder for my love of our industry! You never know what you'll be learning about next,” said Elliot Mendoza, Branch Manager. Thanks for clarifying that for us, Elliot!



Titanic evening for Bailey duo



L to R: Michelle & Izabela

Global superstar, Celine Dion, has been touring the UK and two lucky people from BES had the privilege of seeing her at The Leeds O2 Arena.

Michelle Oxborrow, Manager, BES Goole, had managed to obtain tickets to see her idol and knew that Izabela was also a huge fan so she texted her ahead of the show to let her know there were still tickets available. Izabela had been disappointed after the concert at the Manchester Arena was cancelled and she had to rebook tickets for Birmingham.

A few hours after the heads-up, Michelle received a text to say that Izabela had booked for the concert too and they could go together. Twenty-four hours later they arrived at the venue, ready for a treat!

"What a fantastic show and fab seats near the stage, we had a ball!" said Michelle. Izabela also went on to see Celine Dion again in Birmingham.



Izabela pictured with her VIP Pass

Howdens Warehouse Family Fun-day

Bailey's was on the guest list for this year's Family Fun Day organised by long-standing client, Howdens. The event, which took place on July 29th, was blessed with some great weather which only added to the high spirits and enjoyment.

Over 500 people attended the annual charity fundraiser including Bailey's workers at Howdens. Forty prizes were raffled which raised over £2,600 for Marie Curie and Brian Tumour Research.

The fun-packed day had something for everyone with a large funfair and range of tasty food on offer including candy floss, burgers, hotdogs, nachos, sweets, doughnuts and ice cream. Phew - diet next week guys!



L to R: The Maskill gang: Ben, Thomas and William Maskill – BES reception, Becky Maskill's children



Becky and Thomas on the Dodgems



L to R: Ben and Thomas on the Twister

Happy 50th Birthday Cheryl!



Bailey's branch receptionist and payroll coordinator, Cheryl Bishop, is 50 years young. Congratulations Cheryl, life is just starting! The BES team celebrated her 50th Birthday on the 1st of July. Cheryl received House of Fraser vouchers from her friends and colleagues at the office which she intends to use to choose a special gift. To mark the occasion and celebrate her achievement, Cheryl booked a leisurely two-week cruise with her family. Perfect!

Congratulations and here's to the next 50 years!



Howden Vikings Charity Boat Race 14th to 16th July

Bailey Employment Services' staff joined forces with Howdens Joinery in a Nordic-themed charity boat race this summer. The bearded Vikings battled fearlessly with competing boats and fortunately came out unscathed – so thankfully no Valhalla on this occasion!

“We didn't win the boat race but a fabulous day was had by all with great hospitality in Northampton on the Sunday,” said Michelle Oxborrow, Manager BES. Thanks to everyone who took part.



BES Goole says Żegnaj (goodbye) to Izabela

After two short years at Bailey's Goole, the team are saying a fond farewell to Izabela Modras who is returning to her beautiful homeland of Poland in September.

Izabela has been a key part of the team, working on the industrial desk and has been a fantastic ambassador for Baileys. She has provided exceptional service to her clients and has recruited many new faces to fulfil increased volume demand.

Her colleagues and friends have gained a fabulous insight into Polish culture and traditions during her stay and have shared many happy and some sad times when, sadly, last year Izabela's father died very suddenly. We are told he was

a very caring and thoughtful person and will be missed by all. During her time in the UK, Izabela has lived with her mother and sister and all will be returning home to be near to their family.

“For over a year now I have worked on the Industrial Desk with Izabela and together we have made a great team. It is very hard to work alongside someone all hours of the day without ups and downs, but from day one, we clicked, sparking a brilliant team. I have enjoyed every moment working with you and I am so lucky to have gained an amazing friend. You will be greatly missed.

Kocham Cie Kochanie!” commented Leanne Sabin.

Good luck Izabela. We all wish you very best wishes for the future.



L to R: Leanne & Izabela

Vehicle App helps Fleetmaster retain Centrica Fleet Training & Licence Checking Contract

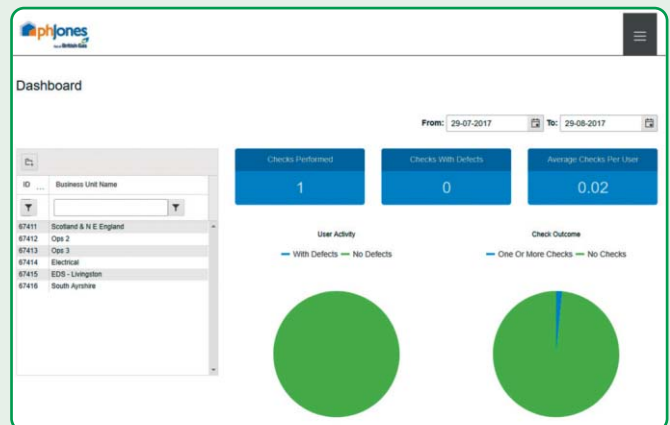
Fleetmaster has developed a brilliant App to assist with vehicle safety. Called Vehicle Check App, it is designed to ensure that company drivers take responsibility for the roadworthiness of their fleet vans. Using simple, step-by-step screens displayed on a mobile device, the driver is prompted to enter information on 28 vehicle checks covering everything from windows and bodywork to wipers and tyres. If defects are observed, these are recorded so that they can be attended to swiftly. Some screens request mandatory images to be uploaded to show the extent of the defect. Once the checks have been completed a report is automatically sent to a central administration system which has also been developed by Fleetmaster. The App has identified and helped to reduce illegal tyres usage by 80%.

The management interface consists of a number of dashboards that present users' information. This gives the manager a snapshot of driving activity and the 'health' of the fleet.

The App and Management System have already been used extensively by British Gas (PH Jones) and helped Fleetmaster retain the Centrica Fleet Training and Licence Checking Contract for the next three years.

"We are delighted to have been awarded the Centrica Fleet

Training and Licence Checking Contract for the next three years. This is a testament to the quality of training we provide. This is the fourth consecutive time we have won the contract to deliver fleet training and first aid. The addition of our Vehicle Check App will make a positive contribution to the safety of drivers," said Jamie Boocock, Director, Fleetmaster.



Backline relocates in Winchester



Backline Logistics has relocated its operation to larger premises in Winchester, at Unit 2 Scylla Industrial Estate. The company, which joined SWS Group this year, is a specialist employment business, supplying driving and industrial staff to the distribution, transport and industrial sectors. Backline also supplies tradespeople and specialist operators along with running accredited training for drivers and

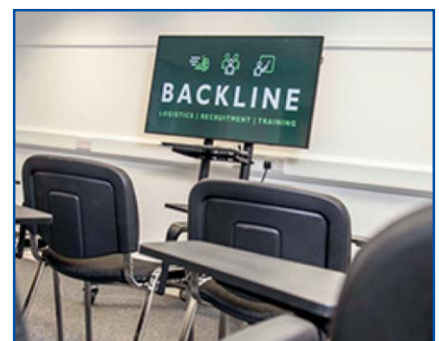
materials handling operators.

"Winchester is a key strategic location for us," says Julian White, Chief Operations Officer, Backline. In order to expand our capabilities and support our customers further in the region we have moved to larger premises. The new offices are situated in a central industrial location and in addition to providing more space, will provide a dedicated recruitment function and training room facility."

Backline currently operates from six sites in Exeter, Avonmouth, Bridgwater, Plymouth, Winchester and Yeovil and operates an 'outbase' facility that provides customers with secure parking and cross-docking capability. Customers use this to optimise driver distance from delivery points in the region.

"As an integral part of the SWS Group,

Backline continues to build on its excellent reputation and customer-focused services in the region. The relocation of its operations to larger premises in Winchester will strengthen the company's presence in the area and ensure the full range of services continues to be offered to existing and new clients," said Neil Yorke, Director, SWS Group.



Burts extends TBC relationship



Chips maker (that's the edible, yummy variety) Burts of Plymouth, has extended a preferred supplier agreement with The Best Connection for another two years. This is great news for TBC and continues a strong and successful relationship which has been developed since 2006.

Burts Potato Chips have been working in partnership with the Plymouth branch of The Best Connection for around 11 years. In 2006, Burts employed around 30 staff and five agency workers from The Best Connection. This has since grown to 170 staff and 50 temporary workers. Burts has also increased its turnover from £1.7m in 2006 to £32m in 2017.

"Thank you The Best Connection for helping us on this exciting journey. As we have just renewed our preferred supplier agreement we look forward to working

with you in the coming years as we continue to expand both our crisps and snacks range. Thank you from Burts!" says Eve Skuse, Head of Human Resources, Burts.



L to R: Eve Skuse, Bruce Trower, Chris Henry & Stuart Watkins

Full steam ahead in Scotland



It takes time to establish a new branch and TBC's foray into Scotland is the start of a new and exciting expansion of the business in a new geography.



L to R: Mark Studdart (Cons – IND), Michelle Dowling (DM), Abbie Macgregor (Branch administrator) and Marion McLeod (Snr Cons – HGV)

Following the successful launch of the branch, the Glasgow team is almost complete with the most recent additions being Michelle Dowling (DM) and Mark Studdart (Cons – IND).

Michelle has extensive experience of recruitment within the Scottish marketplace and together with Marion, they are already winning business from the competition, as well as developing local relationships with some of our existing national clients.

"Establishing The Best Connection's brand in Scotland is going to take time, but we are already seeing some quick wins with clients who know what we're capable of in England and are looking for us to replicate our service north of the border. I'm confident that the new branch has the right team in place to grow a sustainable base from which to launch additional branches in Scotland in the future," says Darren Ainge, Director.

TBC South East



5-a-side put up a fight!

After a sterling effort last year, The Best Connection's south football team went once more into the fray, taking on 15 other teams from Gatwick and the south east in the Gatwick 5-a-side charity football competition. By all accounts, the team gave their all and went home in one piece.

With some impressive performances and some notable goals worthy of a MOTD replay, the team were unlucky to not progress out of the group stages but a fantastic time was had by all and we are told they will be back next year, stronger and more determined. That's the spirit!

The team would like to extend a HUGE thank-you to Matt Finn from DHL Gatwick for jumping in at the last minute to help the team out following an injury.



L-R and Back to Front on Photo

Stefan Beck, Ross Moriera, Scott Bannister, Westley Reeves, Emma Thompson, Rene Hawkes (Dir of Football), Matt Finn (DHL Ringer), Sylvie Kralova and Chris Jehan



Samantha Truman

Ding Dong the bells are going to chime . . . for Samantha!

Congratulations to Samantha Truman, TBC Payroll Manager, Tyseley, who is tying the knot on September 27th 2017 with Mike Hollis (non-TBC). The occasion will be celebrated on the beautiful Greek island of Zante.

We can report that in true fashion, Samantha enjoyed her hen-night celebration (or hen-days in this case!) which was held in Cardiff on August 19th & 20th.

On behalf of all your friends and colleagues at the SWS Group, we would like to congratulate you both and wish you many happy years of marriage.

The Best Connection's Staff Retention is on the increase

Improved staff retention is one of the many interesting highlights that has become apparent as the Talent Acquisition team have started to analyse the growing amount of data generated by the Starter, Exit and Leaver questionnaires. Since the process was launched in June 2016, detailed analysis has helped to identify the most effective aspects of our recruitment strategy.

"I'd like to pass on a huge thank you to all of our new starters and managers who

have taken the time to complete the surveys in such a timely manner. In such a competitive marketplace, it is crucial that we can identify the key factors that are attracting the best applicants," said Andy Guest, Talent Acquisition Manager. "Early indications suggest that career development opportunities and our industry leading training are the main factors that attract people to join us, therefore, it is vital we promote these features effectively."

"Our focus has always been to provide the managers on behalf of whom we recruit with the widest choice of candidates to choose from and the reduction in staff turnover to date is a reassuring sign that the right people are being recruited and enjoying the challenge and the rewards The Best Connection has to offer," Andy continued.

New home for TBC Newport & BCS

After a long and successful tenure – no tears please - the TBC Newport office has relocated to a new, refurbished, shop-front office. The building is also located on Bridge Street on the main road 100m from the city centre which maintains ease of access for customers. The office will be shared with Bailey Care Services who are expanding in the region and this will be the 3rd TBC/BCS shared service office.

The Best Connection's Newport office first opened in June 2005 and was TBC's 33rd branch.

Daniel Phillips, Branch Manager, said: "Our new office is in a much better location and is equipped with better facilities. The move will help both teams to strengthen the Group's presence in the city."

The TBC team consists of Industrial consultants Paul Atkinson and Jodie Dyke, HGV consultants Bob Holmes and Gethin Heal;

Payroll administrator Paige Rhys-Davies, Branch Manager Daniel Phillips and Area Manager Sarah Twinn.



L to R: Bob Holmes (HGV), Paige Rhys-Davies (Admin), Gethin Heal (HGV), Paul Atkinson (Ind), Dan Phillips (Branch Manager) & Jodie Dyke (Ind)



First Call Supplier Status win for TBC Grimsby

Following a hard-fought tender process, The Best Connection has been awarded first call supplier status to Yearsley Logistics in Grimsby. The team had been supplying a limited number of temporary workers to the customer for the past few years and were invited to bid for sole supplier status.

The bid team, which consisted of Simon Hewson, Marc Dawson and James Morgan, met with Yearsley's management earlier in the year to present their proposal and were triumphant in their efforts.

TBC now supplies temporary workers for warehouse, cold store and driving assignments.

Great team effort guys!

Keeping your data safe in a shark-infested social media world!



David Morton, our IT & Telecoms Manager, has provided some useful advice for us. Here's what he suggests.

Do you recognise the expression 'familiarity breeds contempt'? When we are comfortable with elements of our life we tend to become open, trusting and to be honest, quite blasé on occasions. It's human nature. The advent of social media has created a virtual auditorium for people to display and share with the world their experiences, thoughts and in some cases 'useful' personal details.

This has created an illusion that the online world is a totally safe place to be. This perception is not entirely accurate, however, as criminal activity is as much a reality on the internet as it is in the physical world, therefore we must all be on our guard.

Personal data is valuable to criminals as this can be used to illicit money from unsuspecting people through activities such as convincing scams and stolen identity. It is worth remembering, if your data is published, it can also be stolen so being mindful of what you share is important. Below are some useful tips to help keep you safe online:

1 The obvious place to start is logging into your account. It's probably best to choose a password that isn't obvious! One that can't easily be 'guessed'. Some ideas:

- It must be at least 8 characters long
- It must not contain easily guessed information such your birth date, phone number, spouse's name, pet's name, children's name, login name, etc
- It shouldn't contain words found in the dictionary
- It should contain special characters such as @#\$%^& and/or numbers
- It should use a variation of upper and lower-case letters

"I use a reputable password manager to keep track of all my usernames and passwords. Most are simple to use and available on both mobile and desktop devices, many offer additional services such as personal security reviews"

2 You should use a **DIFFERENT PASSWORD** for each service. If it is difficult to remember them all, you could use a 'base' password and add specific site details on the end, for example:

curlyK!tt3n93-ebAY

curlyK!tt3n93-fbook

curlyK!tt3n93-amzn

Or you can also use a password manager

3 Think about what information you wouldn't want people to have access to and then either delete it or better still don't publish in the first place. This might include where you live – if you are on holiday for example - as these facts give the sharks knowledge of your whereabouts! Information also includes location data and photo's. For example, a photo outside your house might reveal your address or house number. Combine this with gym memberships and you may give away your whereabouts.

4 Be aware of who you accept as 'friends'. They might not be who they say they are. As a rule of thumb – if you don't know them and are suspicious in any way - simply ignore them! Sometimes, identify verification is provided by the platform operator but always err on the side of caution.

5 Do you use 3rd party apps? Well of course you do – most people take advantage of these programs. However, there is often a quid pro quo – a trade-off - and this may be your personal data. Be mindful when downloading these apps about what data you must give and the data you are willing to give and then make a value judgement. It is worth reviewing your apps from time to time and removing those you no-longer use.

6 All social media accounts have a privacy policy. Whilst some have been notoriously difficult to navigate, take time to understand what options you have available to you and select the settings that address your personal security. Only let those you want to see data about you have access – simple!

7 It might be best not to make your online profile 'public' as this lends itself to those sharks again. Identity theft is common and on the increase so don't make it easy for yours to be lifted from the data you publish. Most social media sites including Facebook, Twitter and Instagram have a privacy test. It is good practice to use them from time to time.

8 Viruses are synonymous with the online world. Sad but true and the sharks are constantly trying to break down security systems in order to extort money from unsuspecting individuals. With this in mind, be careful not to click on hyperlinks that may be the lure. If it's unknown and possibly a lure – don't touch it – press the delete key!

Keeping safe in the cyber world is very important. Personal information is valuable to other people – particularly to criminals - so keep it safe and control who sees it. You can still enjoy social media while remembering to keep safe!

Mobile phone satnav is now illegal



As the clamp-down on mobile phone usage maintains its high profile, news of its restricted use for navigation should not be a great surprise. However, the penalties for transgression are worth noting!

Whilst it is not against the law to use an app for navigation, motorists who touch their mobile phone when driving could

be landed with a driving ban if they have held their licence for less than two years. Penalties have been made more severe with a £200 fine and 6 points on offer for offenders. The tough new penalties that came into force in April 2017 were mainly aimed at stopping drivers using their phones for calls and sending text messages when driving.

FTA warns of continuing HGV driver shortage

As a leading business in the driving sector, the challenge of maintaining a good supply of drivers is paramount. Freight Transport Association's July Quarterly Transport Activity Survey findings show that the problem is not going away. A third of the 6,000 freight and logistics businesses in the FTA's membership survey said that they were experiencing long delays in recruiting HGV drivers.

"At a time when British businesses are becoming increasingly reliant on an efficient supply chain, the lack of qualified drivers available to work could soon become cause for concern," says Christopher Snelling, Head of National and Regional Policy at FTA.

Positives from the report pointed to most industrial sectors in most regions experiencing reasonable levels of growth in Q2 2017 and a strong growth forecast in Q3 2017. Source: FTA



Met Police 'Exchanging Places' gives cyclists cab-eye view

An initiative run by the Metropolitan Police with support from haulier, O'Donovan Waste, has brought HGV drivers and cyclists together to share perspectives on road usage and safety. 'Exchanging Places' took place during National Lorry Week which ran from 11-16th September.

The event gave cyclists the opportunity to sit in a lorry and experience first-hand

what an HGV driver sees and the dangers of blind spots.

With the high level of collisions between lorries and cyclists in the capital the Met Police initiative aims to develop a greater awareness to reduce the level of incidents and fatalities. The award-winning educational programme gives cyclists advice on how to be visible alongside other traffic. Source: Fleet Industry News



UK manufacturing ahead of forecasts – strong growth recorded in August

With all the uncertainty around Brexit, it is good to read that manufacturers increased production at the fastest pace in seven months in August 2017. This has meant more jobs and high employment figures which benefits everyone.

The survey, conducted by IHS Markit, included over 600 industrial companies. The feedback suggested that higher raw materials and staff shortages could be a challenge in the future. This could negatively impact production and costs, however, the pound's weakness has helped competitiveness.

Rob Dobson, a director at IHS Markit, said: "At the moment, the survey data suggests the manufacturing economy remains in good health despite Brexit

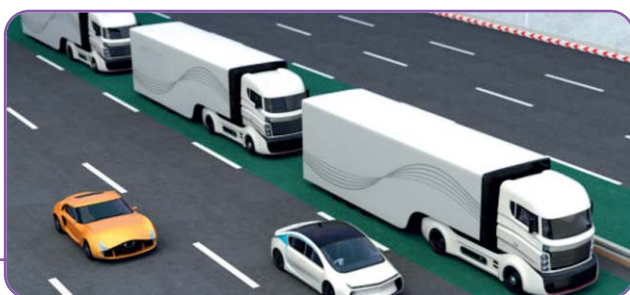
uncertainty, and should help support ongoing growth in the economy in the third quarter.

This is encouraging news for the recruitment industry and the broader economy. Source: The Guardian



Self-driving lorries are on the way!

Things move quickly in technology nowadays and the concept of driverless vehicles is no exception. The Government has announced that partially self-driven lorries will be piloted, if you can excuse the pun, on our roads in 2018. The Transport Research Laboratory (TRL) has been enrolled to carry out the tests of vehicle 'platoons' as they are called.



A platoon will consist of up to three lorries driving in formation with acceleration and braking controlled by a person in the lead vehicle. Each vehicle will be steered by a person, with the lead vehicle communicating wirelessly with the others. As you might imagine there has been much debate regarding the safety of such vehicles.

Commenting on the project Richard Cuerden, academy director at the UK's Transport Research Laboratory (TRL), says: "We're going to build a system that's robust enough to work in the real world. When we get to the end of our project, we'll have run a trial with a real operator, real goods and on real UK roads."

Should the trials be successful, this trend will undoubtedly impact the transport & logistics industry in the future.

Source: TRL

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