

SWS... BEST NEWS

Online Training Takes Centre Stage



Andrew Sweeney

Group and making sure everyone has the support, knowledge and skills required to be the best they can be.

One of the most significant events over recent months was the triggering of GDPR in May. This legislation affects us all and is a reminder of the potential perils of living in a digital world where the protection of customer information is paramount. This is our collective responsibility. To deliver essential awareness-training on this subject our training team have used a Learning Management System or LMS, that allows courses to be created to address industry-specific and SWS Group needs. This approach enables specific material to be created, delivered remotely, allocated, evaluated and recorded. GDPR was a perfect topic for this delivery method. The LMS will become an integral part of the company's training and communication strategy so please become familiar with the system and watch out for emails telling you which courses have been added.

When natural flair, motivation and training are simultaneously engaged in a person we can witness some remarkable achievements. Two such examples are Lotus Nye from BCS who scooped the Apprenticeship of The Year Awards held by Wiltshire College and Scott Lewis, TBC, who triumphed over 1,000 HGV driver applicants to win the DAF Transport Efficiency Driver Challenge. I hope you enjoy these stories. We also celebrate some ground-breaking events in our relative markets with Fleetmaster - where the UK's first Apprentices have completed their LGV End Point Assessment successfully with Howdens Joinery - and CPA Recruitment breaking into the

Welcome to SWS Best News. After a seemingly never-ending winter we are enjoying some sunshine at last. In this issue, we celebrate team and individual successes across the Group and share stories and articles that reflect the constant changes we both manage and make to keep ahead in our industry. A major part of this dynamic is attracting more talented people to the

controversial Cannabis industry market. I was fortunate to be able to visit CPA at Cannabis Expo in Toronto. The drug is soon to be legalised in Canada for recreational use creating a boom industry that CPA Recruitment is keen to provide staffing solutions for.

In this issue we also feature some of our onsite colleagues who are delivering a range of value-added services to our clients. This part of the business will become increasingly more important to us as our larger customers devolve more of their temporary staffing activities to third parties. The Group has become very successful at enlightening the customer about the mutual benefits of this style of partnership and we look forward to further announcements in this area.

Of course, SWS Best News wouldn't be the same without the many acknowledgements of personal progress and achievements. I am again delighted to see so many new promotions being received from across the Group and stories of exceptional service from both sides of the fence. In addition, we welcome more new faces to our broader team and I wish them all the very best as they start their career with us.

And finally, I wanted to share that Marcus Jepson, one of our long-standing Directors at TBC has decided to take a break from the recruitment business and will be enjoying a much-earned rest. The management team and all his colleagues will very much miss him. Thank you for all your hard work and loyalty and we hope to see you again in the future. Good luck Marcus!

Andrew Sweeney

Chief Executive



NEXT ISSUE...

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

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Moving Up & Up



Simon Steer

There's more great news on the career progression front as we can report that Backline's Simon Steer has begun his training programme for promotion to Regional Management. Good luck Simon!

Simon will continue to oversee the Bridgwater branch and maintain responsibility for the Gloucester branch for the next three months.

Simon joined Backline in 2015 from a competitor and has accumulated over 20 years' experience in the recruitment Industry.

"I am flattered to have been given this opportunity. I've massively enjoyed my time with Backline and working with the numerous personalities in the business and am equally grateful to them for putting up with me! I'm looking forward

to growing with this new role and hopefully this will be the first step of many in a long future with them," said Simon.

New Branches New People

Backline has continued to enjoy steady business growth which is reflected in new branch offices. Gloucester opened for business in April followed by Christchurch, which is conveniently located to both Bournemouth and Poole.



Harriet Morgan

With expansion comes new opportunities and new people joining the business. One such new face is Harriet Morgan. Harriet has been recruited as the Branch Manager for the new Christchurch office. She brings with her a wealth of sales and management experience from the Property and Construction

industries and is excited to be a key player in the new venture.

The new branch will fall under the responsibility of Kate Higgins, Regional Manager, who currently oversees the Yeovil and Winchester locations. "It's great to be adding branches to complement our existing coverage. The addition of Christchurch will be invaluable in providing operational support for my two existing branches. In turn, they will also provide Harriet with reciprocal support in the new branch," said Kate.



Kate Higgins

CTS launches in-house training support for Furniture Village

For the past three-years CTS has been working closely with Furniture Village supporting the ctsDRIVE platform which the company uses to manage the supply of all its temporary workers.

As well as utilising ctsDRIVE to book all temporary workers with their preferred suppliers, Furniture Village is also able to budget and track all spend on temporary workers at every branch. In addition, the company can manage and monitor the performance of all workers and control all timesheets through the electronic timesheet authorisation process to produce one final total invoice each week.

As part of the relationship, CTS is delivering in-house training held at the customer's regional distribution centres to ensure that all new staff are up to speed with all the functions of the ctsDRIVE platform.



Launch of Backline Logistics at Leighton Buzzard

The team in Leighton Buzzard are set to complete the transition from CTS Logistics to Backline Logistics in June with all the staff moving across to the Backline operation from 1st July 2018.

The haulage arm of CTS has been rebranded to Backline so that it can differentiate from the existing Managed and Web services business.

CTS staff have been working hard to complete the transition of suppliers and customer base in time to meet the deadline.

"You just don't realise how many internal operating functions have to be updated, especially when it incorporates the change of operator licences and insurances. The team have done a fantastic job over the

past few months," says Director of Strategy, Mark Gooden.

The company re-branding will strengthen its service offering in the haulage market over the next three to five years and align with the Backline recruitment and training business already established in other areas of the country.

TBC Tyseley Branch moves to Yardley – Progress Update

After 27 years, the doors to TBC’s inaugural offices at Tyseley, Birmingham, will soon be closing. It’s not all sad though as the team will begin a new life around a mile away at smart, contemporary premises in Yardley, east Birmingham. We asked two of our Senior Managers to reflect on their time at Tyseley.



Sharon Phillips

Sharon Phillips, Senior Manager B1, said: “Having worked in the Tyseley branch for 20 years, I will be leaving it with many happy memories. Although we worked extremely hard, we also had lots of fun times in the process. I am really looking forward to moving to our new premises, the timing is perfect, the building is

outstanding and it will set us up for the next 25 years of business.”

Simon Thompson, Senior Manager B2, commented: “My career with TBC began 28th September 1998 when we

acquired Quality Recruitment Services. I was initially introduced to the team as ‘Tommo’ and this nickname has stayed with me since! Tyseley branch is a force to be reckoned with and I’m confident that anybody working within our market, will undoubtedly be familiar with us.



Simon Thompson

“Twenty years’ hard work has enabled me to work my way through the ranks from Consultant to Senior Manager. I have many personal memories and legendary stories that I often recall and will still be speaking about them for many years to come, so when we finally move to our new premises, it will be a sad day.

“On a positive note, I am very much looking forward to the move to the new branch; it will give the whole team a new lease of life and provide everyone with a great working environment that we will all be proud to be working in.”

Here is a selection of work-in-progress pictures



Topaz v’s Halesowen - Dragon Boat Race!

For relaxation some people simply listen to music, others watch their local team play soccer, go for a bicycle ride or a walk in the countryside. And then there are the people from Topaz and Halesowen that decide – let’s go dragon boat racing - and so they did!

In an event organised by the Rotary Club of Edgbaston Convention, 17 teams battled for the top spot to raise money for charitable causes. After a lot of huffing and puffing and no doubt a huge amount of laughter thrown in, the racing was all over bar the shouting and the results were

in. Topaz, in the modestly named The Best Dragon Boat, came a respectable seventh position whilst their slightly quicker colleagues from Halesowen, powering the Reservoir Dogs II boat, finished in sixth place.

The sponsorship funds will be added to the current Dress Down Friday charities which are Dementia UK and Teenage Cancer Trust. Both teams together have raised approximately £400

30% of which goes to the Rotary club and 70% to Dementia UK and Teenage Cancer Trust – thank you all!



Anyone wishing to support the teams can donate here: <https://www.justgiving.com/company/SWSGroup2017>

Focus on TBC Sheffield, Chesterfield and Barnsley

In this edition of SWS Best News we are delighted to shed light on some of our TBC colleagues who operate branches in Sheffield, Chesterfield and Barnsley. Let's look at who they are.



Matt Wooding

Matt Wooding, Senior Manager (Sheffield, Barnsley and Chesterfield)

"After leaving school, I trained, studied and worked in Housing, spending three years with a local authority. Following this, in 1998 aged 21, I decided to move into commercial and industrial recruitment.

"Before joining The Best Connection in 2004 as Senior Consultant in Burton on Trent, I spent six years working with a competitor. After taking the decision to relocate to the north of England in 2006, I took the reins as Branch Manager of the Chesterfield office, reporting to Andy Wilson and set about growing the branch business. In 2013, I opened the Sutton-in-Ashfield branch and after a tough decision swapped the Sutton-in-Ashfield branch for the Sheffield branch.

"In 2016, after some hard work from the Sheffield team growing the Barnsley business, we opened a branch in Barnsley. I've now turned 40 and have been in recruitment for 20 years which has flown by!

"The next challenge is Doncaster which will be open for business in the next couple of months."

TBC Sheffield

Sheffield branch opened in 2006 and now supports 2 Industrial plans, 1 onsite and 2 HGV plans.

The Sheffield team comprises:

- Tom Cottingham - Branch Manager
- HGV - Paul Cooper (Senior Consultant) and Joe Williams (Consultant)
- Industrial - Brook-Vaughn-Eason (Senior Consultant), Abby Jackson (Consultant) and Jordan Langley (Consultant)
- Beth Dodd and Sam Baudains (Branch Administrators)

Also, reporting separately through to Debbie Shore, Senior Account Manager, for our two on-site contracts are:

- Gemma Ashmore - (Victoria Plumb) and Mark Widdop - (M&S) Account Managers
- Natasha West - Industrial Resourcer

We have learnt that Tom and his team all work very well together and can often be found as a team around the bars of Sheffield city centre on a Friday night! That's team spirit!



Sheffield team L-R: Tom Cottingham, Joe Williams, Paul Cooper, Beth Dodd, Jordan Langley, Abby Jackson & Brook Vaughan-Eason



Natasha West, Sheffield



Gemma Ashmore, Sheffield



Mark Widdop, Sheffield

Tom Cottingham Branch Manager (Sheffield)

Tom left School in 2004 and started work as a car mechanic. After three years he decided to look at a fresh career and spotted an opening as a Trainee Driving Consultant with TBC. At the time, Tom's father was driving for the Sheffield branch which gave him some insight into the industry and the company. Following a successful interview with Lee Harris, Tom joined The Best Connection in March 2007.

Tom was one of the first employees to attend the Foundation training course. He recalls that during the 'Meet the Directors' session, he asked Andrew Sweeney, "How do you become successful in The Best Connection?" to which Andy replied, "Work hard and never give up." This message resonated with Tom and has stayed with him since that day.

After six years as a Driving Consultant Tom was promoted to Senior Consultant. In 2013 he transferred to the Industrial desk and for a short period of time stepped in as an Onsite Consultant for the M&S contract in Bradford.



Tom Cottingham

In 2015, after a change in the management structure, Tom was promoted to Branch Manager working alongside Matt Wooding as his Senior Manager.

About Tom: Tom is a father of one - soon to be two - and is a classic car and air force enthusiast.

TBC Chesterfield

TBC Chesterfield opened its doors in 2002 and now runs an Industrial plan, HGV plan and Technical plan.

The Chesterfield team comprises:

- Darren Smith – Branch Manager
- Industrial - Kath Diamond (Senior Consultant) and Freya Lancaster (Apprentice)
- HGV – Dave Tamsett (Senior Consultant) and Andy Gregory (Consultant)
- Technical – Matt Chadburn (Consultant)
- Branch Administrator – Georgia Thursby
- Angela Jones - HGV consultant



Angela Jones,
Chesterfield



Chesterfield team L to R: Freya Lancaster, Kath Diamond, Matt Chadburn, Dave Tamsett & Darren Smith

Darren Smith Branch Manager (Chesterfield)

Darren left school in 1991 and started work at the age of 16 during the recession. "I had no intention of furthering my education at the time and tried to gain employment in a trade of sorts. My original preference was joinery but due to the recession the trades had collapsed, so I took a job in electrical retail working as a Sales Consultant in the Nottingham Sony Centre, earning a measly £1.42 per hour but found that I could double this by selling add-ons such as extended warranties! That's what sparked my passion for sales, earning extra money for doing your job well," explains Darren.

"I joined TBC in December 2017 as a Branch Manager. I had recently left recruiting in the education sector where I had placed teaching staff and teaching assistants into schools ranging from nurseries to secondary schools and I wanted to return to the sector where I started my recruitment career in 2006.

"Since starting with TBC I've made some subtle changes to the branch, transferring Andy Gregory from our Sheffield Branch and encouraging everyone to work in the same direction with the same focus and one big branch target, promoting a team effort and ethic."

About Darren: Darren has a nine-year-old son and a 22-month-old daughter which keeps him busy! He spends a lot of his spare time taxiing his son to his football sessions at his local team,

Treeton Terriers, where he is the goalie. Success runs in the family as he won 'most improved player' award last season.

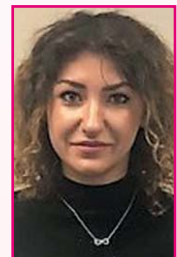
"In 1994, I technically died for 45 minutes after having a blood clot in my lung. I was later told that I have a genetic mutation in my blood which has been traced back to the times of Alexander the Great. The mutation is thought to have developed by battle field warriors to protect warriors from bleeding out on the battlefield after a serious injury. Thankfully this warrior survived!" added Darren.

TBC Barnsley

TBC's Barnsley branch opened in 2016 and currently supports one Industrial and one HGV plan.

The Barnsley team is:

- Scott Richmond – Branch Manager
- Industrial - Martin Sebesta (Consultant)
- HGV – Richard Bentley (Senior Consultant) and Liam Rusby (Consultant)
- Branch Administrator - Nicole Cisowska
- Jenny Scott - Industrial Consultant



Nicole Cisowska,
Barnsley

Scott Richmond Branch Manager (Barnsley)

After leaving school, Scott studied for his 'A' levels in Leisure and Recreation. At the age of 18 he secured his first job working for the RBS Group starting as a Cashier at NatWest and leaving his position as a Relationship Manager at Lombard nine years later.

"After leaving the financial services sector I took my first role in recruitment with a competitor as an Operations Manager and worked there for three years. During that time, I became a Senior Account Manager, managing three Clipper Logistic Sites at Ollerton, Selby and Swadlincote for six months. I then moved to onsite at Sports Direct, Shirebrook where I remained for around two years," added Scott.

Scott joined TBC in July 2017 as Branch Manager for Barnsley and has built a new team that is going from strength to strength.

About Scott: outside of work, Scott is a hardcore Sheffield Wednesday fan and his favourite player of all time is Chris Waddle.



Barnsley team L-R: Richard Bentley, Martin Sebesta, Scott Richmond, Liam Rusby & Jenny Scott

Cannabis Expo signals new sector opportunity for CPA!

You may perhaps do a double take when you read the title of this story but as strange as it might seem, there is a burgeoning industry literally growing around cannabis and its legal production. Such is the interest in this magical flora, expos have been attracting companies and people from across north America and Canada to discuss topics such as cultivation, infused products and extractions and business strategies and innovation. One such interested party is our very own CPA Recruitment who have seized upon this new market as a potentially lucrative opportunity.

With a strong heritage in the food manufacturing industries, CPA is well positioned to provide staffing services to this sector. To promote its alignment, CPA took a booth at the 2018 Lift & Co.

Cannabis Expo in Toronto which featured hundreds of exhibitors from around the world, renowned speakers and the movers and shakers in this global industry. The Lift & Co. Expo is Canada's biggest and premiere event for cannabis consumers, industry professionals, investors and media.

CPA's Kelci Charlton did an amazing job in organising and heading up the booth for the three-day show, which was also attended by SWS Group's CEO, Andrew Sweeney.

This is a very exciting time for the cannabis sector in Canada as, along with its current use for medicinal purposes, it is soon to be legalised for recreational use creating a boom industry that CPA Recruitment in Canada is keen to exploit. Kelci has already placed over 20 people

with one cannabis client in Ontario and hopefully many more to come!



Kelci Charlton at Cannabis Expo

New Faces at CPA

It is with great pleasure and excitement that we welcome some new faces to CPA Recruitment. So, let's see who they are.



Mark Smith

Mark Smith joined CPA Recruitment in April this year. Prior to joining the CPA team, he worked in recruitment in various roles for the past 25 years covering a range of sectors including engineering, IT, education, automotive and health. Mark ran his own recruitment business in the south west prior to joining CPA.

In his spare time Mark is a keen sportsman and enjoys playing cricket and is an avid Leicester Tigers Rugby fan. He's married with one son. When not working or spending time with his family, you may find Mark driving on the M5 on his way to Devon where he has spent his holidays for many years and he likes the odd pint of Guinness as well we are told! Well, cheers Mark and welcome to the team!

The second new name to the team is Vanessa Champaneri who is a self-confessed foodie and joins CPA in Leicester. Welcome aboard Vanessa.

"Hello Everyone! I am very excited about this new opportunity! Being a complete foodie myself it is fascinating to



Vanessa Champaneri

learn about the food industry and all the exciting roles I can recruit. I have recruitment experience and am looking forward to applying what I know to a new, dynamic sector and of course learning new things is always very exciting. I have had a lovely welcome from the CPA team and I'm really looking forward to the journey ahead," said Vanessa.

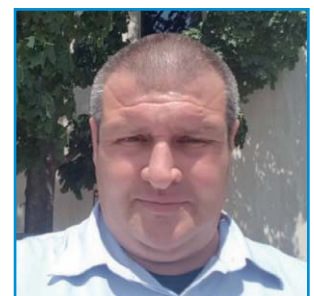
Outside of work Vanessa likes to spend time with her family and thoroughly enjoys cooking. She also loves to travel and explore different cultures and would like to see as much of the world as possible.

The third new face is Marc Rochon who has joined CPA in Canada as a Senior Executive Recruiter. In his own words;

"I'm an accomplished, hands-on recruiting professional with 10 years' experience in full life-cycle recruiting and business development. I have a proven ability to maintain relationships with mid, upper and executive levels. I specialised in recruiting full-time and contract professionals in logistics, IT, finance and accounting, HR and industrial staffing.

"I'm most fulfilled when I am helping people to grow professionally. I graduated from Sheridan with an Honors in the Human Resource Program," explains Marc.

Good luck to all the new starters and we hope you all have a long and successful career with CPA.



Marc Rochon

Fleetmaster a UK first with Howden's Apprentice LGV drivers

Fleetmaster has been busy in Northampton delivering its new Levy apprenticeship programme for LGV drivers at its client, Howdens Joinery. We are delighted to report that the first three learners in the UK have successfully completed their End Point Assessment (EPA) with the awarding body, Highfield.

For Fleetmaster, this achievement is hugely significant as these driving pioneers will be the first learners in the UK to have undergone this training and completed their EPA. They will also be the first new apprentice drivers in the industry. Fantastic news Fleetmaster!

One of the successful apprentices who passed the End Point Assessment was Roxanne Simmons. During her assessment she expressed how much she had enjoyed the 12-month programme and took great pleasure in demonstrating her depth of knowledge and skills to the Assessor. The second star learner, Jason Danobrega, was recruited from the onsite security staff for Howdens. Jason left the army after serving 10 years in the infantry and had been interested in becoming a driver after reading a poster on display in the canteen. The advert was aimed at those who might want to follow a driving career through an apprenticeship. Jason decided to embark on the programme and successfully completed his exams and practical tests. The third Apprentice is Arturs Makars.

"We are seeing an increase in the number of females wanting to take up a career in logistics and becoming truck drivers which is very encouraging," says John Boocock, Director, Fleetmaster. "There are many interesting reasons why people are attracted to the profession, for example, we had a qualified accountant who had always wanted to drive a truck and now her family has grown up and left home she is following her dream."

The LGV driving apprenticeship programme offers a great opportunity for employers to recruit new drivers which is funded through the levy account. Fleetmaster has a wide range of fleet operators who are reaping the benefits of new drivers joining the industry. The training gives apprentices a fantastic learning journey with a focus on compliant, safe and efficient driving over a 12-month period.

End Point Assessment

To complete the apprenticeship EPA, candidates must pass both theoretical and practical tests. The theory test includes multiple-choice and short answer questions on driver

behaviour. The second part involves four practical tests which covers vehicle checks, safe preparation of the load, route planning using technology and an on-the-road driving assessment. The driving test has a focus on safe and efficient driving techniques.

To gain a distinction, the learner must demonstrate skills and knowledge on setting up a vehicle efficiently which includes the aerodynamic aids such as the roof fairing, which reduces the airflow vortex, whilst at the same time not creating an axle overload.

"I am confident that all three apprentices will have done exceptionally well in their End Point Assessments and hope to see some distinctions awarded," added John.



L to R: Adrian Binns (Fleetmaster trainer) Eddie Keating (Highfield End Point Assessor) Arturs Makars, Roxanne Simmons, Jason Danobrega (Apprentices) John Boocock (Fleetmaster Training Director), Rob Nicolaou (Howdens Transport Manger Raunds) & Charlie Nissen (Howdens National Transport manager)

Spotlight on Amy Yates and the Derby Driving Team



Amy Yates

Amy Yates joined the Derby driving team in August 2017 having spent four years working for a local recruiter where she ran the driving desk single-handedly. During that time, Amy developed a sound reputation with businesses in the local area. When she decided to move to The Best Connection the Derby team were over the moon to have her onboard.

As her previous employer could not offer career progression, Amy was motivated by the opportunity to join the business as a Divisional Manager. She inherited an established team comprising Richard Jarvis, Senior Consultant and Emma Saunders, Consultant. As this was Amy's first management role she found elements a little daunting to begin with, however, she soon overcame these by leading by

example at the forefront of the team.

"Having worked with Amy for a number of years, Meachers Global Logistics have always been impressed with the attention to detail and professional approach she has provided in a consistent manner, every day. When she moved over to The Best Connection in Derbyshire we had no hesitation in increasing our volume of agency staff for her to manage which has been hugely successful. Our company is pleased to be associated with The Best Connection for all our temporary recruitment requirements and would have no issues with recommending their services to other companies within the UK haulage sector," says Andy Sheppard, Transport Operations Manager, Meachers Global Logistics.

In December 2017, Matt Smyth, Senior Consultant, made the decision to transfer from Industrial to Driving making the team even stronger. The division hit the ground running this year, going from strength to strength and is on track to have a fantastic 2018. They are already at the point where Amy is now starting to look for a 5th member to develop the division even further.

"Having been approached by Sam Taylor, TBC's Derby Branch Manager, last year to join The Best Connection in a management role, I knew it would be an

exciting yet challenging opportunity. I was working for a successful local recruitment business and felt very much in my comfort zone, but knew I was ready to begin the next chapter in my career. I couldn't be happier to have made the decision to move to The Best Connection. I have received great support from my managers and current team and have received excellent training which has provided me with the tools to develop myself and the driving division further. We are in a strong position so far this year with the driving plans consistently producing great margin which is continuing to grow. I am excited to be part of an experienced and successful team and I'm looking forward to the rest of the year where we can hopefully recruit another member and continue our success," said Amy.

Welcome to the team Amy and good luck for 2018!



Derby driving team L to R: Matt Smyth, Amy Yates, Emma Saunders & Richard Jarvis



Nice Shirts Indeed!

Technology partner, Indeed, who are sponsoring the German Bundesliga team Eintracht Frankfurt, have generously provided some football shirts to members of Worthing TBC and their children.

The lucky recipients pictured are TBC Worthing's Branch Manager, Dan Hoey, his son Oliver (left) and Hayley Allen's (Worthing PA) son, Dexter (right). They all donned their new shirts at football training at Worthing Town FC. Don't they look very smart Indeed?!

It's all change at Carlisle!

Following a hectic 2017 peak and in readiness for increased volumes in 2018, three members of the Carlisle team have received promotions. Resourcer, Brogan Bowes has moved into a Consultant's role on the HGV desk and taking her place on the industrial desk is Emma Womersley, moving from her previous job as Branch Administrator. The third team member receiving a well-deserved career promotion is Kevin Atkinson. Following eight successful years on the HGV desk, Kevin has been promoted to Branch Manager. Well done to all of you and good luck in your new roles.

"It's great to see these types of career opportunities being provided at all levels," commented Darren Ainge, Director. "It's important to recognise that whatever role a person starts in with the company, we can identify their true talent and create the opportunities for them to progress their career within The Best Connection," he added.



Brogan Bowes



Emma Womersley



Kevin Atkinson

John Ross – Eight Years and Counting!

John Ross registered with The Best Connection Group Ltd in May 2010, after being made redundant from his HGV job at Komfort Partitioning following 10 years of service. He did not know exactly what he wanted to do in the future, but he had heard good things about The Best Connection as Komfort sourced HGV drivers and production staff through TBC.

Once registered, the Crawley branch wasted no time placing John in work – in fact the following day! His flexibility and high standard of work has meant that John has been kept busy ever since, working at several TBC clients over the years.

In June 2014, John was assigned to Nursing Hygiene Group Ltd. They were instantly impressed with his professionalism and logical approach to work and soon began to ask for him on a regular basis. He has been working there ever since and is approaching his 4th anniversary with the client. He is most definitely one of the team; he even has the uniform to prove it!



John Ross

BCS Eastbourne doubles up with TBC



Sam Gauci, Divisional Manager, BCS

Bailey Care Services continues its upward trajectory with the opening of branch number 6 on May 1st in Eastbourne which is the second BCS office in the region. It will be sharing the location with sister company, The Best Connection, which has had an established presence in Eastbourne for six years and has occupied the current location for the past three years.

Samantha Gauci, BCS Divisional Manager, who is in charge of the branch said: "This is a very exciting new adventure. The Bailey Care Services team are inspiring and totally committed to working towards a shared vision."

BCS Worthing in West Sussex has developed a sound reputation for the provision of quality workers and aims to extend this message to its customers and prospects in the East Sussex area.

"It's fantastic to be opening our sixth Bailey Care Services branch. Eastbourne is a lovely seaside town and Sam has the right background knowledge, having lived in the local area and understands the needs of quality care services. I look forward to watching the branch develop over the rest of the year," said Lisa Rothnie, Operations Manager, Bailey Care Services.

Lotus is Apprentice of The Year!

There can only be one Apprentice winner and for Bailey Care Services, it's their very own Lotus Nye.

In late February, BCS Branch Manager, Julie Charters, received a letter informing her that Lotus had been nominated for the Apprenticeship of The Year Awards held by Wiltshire College. The awards, which cover the whole of Wiltshire, acknowledge people who have excelled on their course.

Lotus and Julie were invited to attend the presentation evening on 8th March. "It was a very professional event attended by over 300 people. When the nominations for the awards for the Health and Social Care category were revealed, we were over the moon when it was announced that Lotus was the winner.



She was the only person to pick up an award in the whole of Wiltshire for Health and Social Care," explains Julie. Lotus started her Health and Social Care apprenticeship at Bailey Care Services, Trowbridge, when she was a Coordinator. When she transferred to the Melksham office in February 2017 she continued with the training despite moving to a new role as Branch Administrator.

The apprenticeship includes both academic and practical elements. Lotus worked very hard to succeed in both areas and also studied for additional Level 2 qualifications in Maths and English.

"I was determined to complete my qualification. Although I am fluent in English, it is my second language and at times I found it challenging to complete the written language units. I am delighted to have been acknowledged for my hard work in this way," said Lotus.

"This was no small achievement. I witnessed the amount of work Lotus has put into her course and I am extremely proud of her for winning this title. She is an asset to our team and always excels in anything she does," added Julie.

Congratulations and well done, Lotus!

Focus on Bailey Care Administrators

In SWS Best News we celebrate the range and diversity of activities that make the collective businesses function and create the culture we are part of. Everyone plays their part in helping to shape the future. In this edition, we would like to introduce you to Shivangi Ghosh, Magda Pereira and Emily Young who have recently joined BCS as Care Administrators. Welcome aboard ladies!

All three administrators attended the Day 1 of the SWS Group induction course. This has been redesigned so that it dovetails into the training programme for the Level 2 qualification in Business Administration.

Longstanding Administrator, Bethany Roberts, from Bailey Care Services Worthing, was one of the first administrators to have

tried out the new version of the NVQ qualification which was supported by Kanez and the training team.

"I found the course really beneficial to me. I enjoyed it immensely and the support from Kanez was great. She gave me so much help and guidance and never put me under pressure," said Bethany.

Bethany successfully completed her Level 2 qualification and will shortly be embarking on her Level 3 course through the same route. Beth's tips for the new administrators are to really explore the Onefile portal as there are loads of resources that provide so much useful information, also speak to the people you work with as she found her team to be supportive and offered her some great ideas when things became a little challenging.



Day 1 Induction Course

Congratulations Izzy!

It's with great pleasure that we announce that Izzy Bullas has been promoted to Senior Consultant. Congratulations Izzy, it's very well deserved!! Izzy has been with the Bailey Employment Services, Goole, for just one year and in that time has proven herself to be a dedicated and determined commercial consultant who is now running the Lloyds Banking Group contract and overseas a team of four people. Izzy says: "It's been a roller coaster of a year, but I love the job and everyone I work with and I'm looking forward to a long and successful career with BES."

Izzy Bullas



Leanne Sabin with baby Mason

Baby News!

Congratulations to Leanne Sabin on the safe arrival of her beautiful baby boy, Mason! The team at Goole had a lovely visit from Leanne and Mason, with cuddles all around, and look forward to seeing them both again soon.



TBC FleetMaster collaboration to offer industry recognised accredited qualification

The Best Connection, in conjunction with Fleetmaster is developing an industry-recognised accredited recruitment qualification which will help to attract talented consultants to the business. The new course aims to cover pertinent topics including developing business acumen, sales skills, developing temporary worker and client relationships to ensure a high level of customer satisfaction and quality standards, skills in assessing and placing suitable temporary workers to meet client requirements, as well as key legislation.

The Fleetmaster qualification team comprises Joanne Pritchard, who manages the programme and quality assurance, Lea-Ann

Thompson who is a trainer and assessor and Kanez Khan who supports the administrators and delivers training. Stephanie Vickers, who started in April, also joins the team.

The qualification, which was released in January, is embedded into the established Foundation programme. The training and assessment teams aimed to introduce further improvements to the content of the Foundation programme to meet the evolving needs of the branches. In addition, to improve access to information, the coursework has been made accessible online and this approach has also allowed the team to develop a visual learning environment for delegates that incorporates short videos on different aspects of the course.

Delegates who have not had an opportunity to complete Mathematics and English courses at school or college will have the chance to catch up by completing functional skills in both subjects. The content is geared to the recruitment consultant role and includes skills development in areas such as proof-reading CV's, writing an email to a client and calculating average margins. All delegates will be supported by the assessment team. This fully integrated delivery model addresses the needs of the business and sets the standards for an accredited qualification.

We look forward to letting you know about some of the success stories in future issues of SWS Best News.



L to R: Lea-Ann Thompson, Stephanie Vickers, Joanne Pritchard & Kanez Khan

Ten years' service recognition

for Anna and Iain

It's a bit of a cliché to say, 'doesn't time fly' but nevertheless for many at the SWS Group, this is becoming a reality as we celebrate more and more long service achievements. In this issue of SWS Best News we are delighted to share the names of two more people that have passed the ten-year threshold and perhaps wonder where all that time went!

To acknowledge their loyalty and time spent, Directors Andrew Sweeney and Neil Yorke were on hand to thank Anna Marklew, Payroll Manager (permanent staff) and Iain Brown, Group Training and Development Manager, in person and to present them with long service awards.

Congratulations to you both and here's to the next decade.



Andrew Sweeney with Anna Marklew



Iain Brown (left) with Neil Yorke

Lee Crimes, TBC's Onsite Guru!

Lee Crimes has worked within the recruitment industry for over 20 years, beginning his TBC career in 2004. His hard work and results were recognised in a more than deserved promotion from Branch Manager to Senior Manager in January 2009 and his continued successes earned Lee a further promotion to the newly created Area Manager role in July 2012.

Lee's first Onsite under his remit was in Stoke-on-Trent where TBC recruited over 100 temporary staff from a standing start, including warehouse operatives and team leaders and managers. Due to the quality of temporary workers supplied most of the workforce was offered permanent contracts and as the Distribution Centre expanded, its usage increased to 250 temporary workers, peaking at 650. Following this success story, Lee introduced the Onsite model to three other local TBC clients, going on to manage all five Onsites within Darren Ainge's region.

Retaining all of those Onsites and added value clients, Lee was excited to progress his career further, resulting in him taking responsibility for replicating this success within Dave Schilling's Onsites in January

this year. Lee now has full responsibility for 11 Onsites and three added value clients, one of which will shortly progress to another Onsite, bringing Lee's current responsibility to a total of 12 TBC Onsite operations. Lee currently has three Senior Account Managers and two Account Managers reporting directly to him, all of whom manage their own teams.

In his own words: "I am very fortunate that all the team members who report to me want to deliver the very best level of service to our customers whilst growing in their roles. This, in turn, will only increase overall service levels to those customers they are responsible for.

"Working on site can be both a challenging and rewarding career and may appeal particularly to someone who wants to work in recruitment who can provide an excellent service and attention to detail. Our Onsite Account Managers and Onsite Co-ordinators are our front line and the face of TBC and form an integral part of our client's management team, so consistently performing to their best ability daily is crucial," Lee commented.

Lee's new responsibilities have been

extremely well received by clients, TBC Managers and all the Onsite Senior and Account Managers. This new model has really given the branch network a great support function, which now allows them more time to focus on the development of A-Z business.

Having successfully implemented phase 1, Lee is now looking forward to phase 2 as we head into Summer and what promises to be the busiest time Lee will have experienced in the Onsite world.



Lee Crimes

Adam Potter takes Q1 Regional Sales Competition

Adam Potter, Senior Consultant, has won the first quarter of Dave Schilling's Regional Sales Competition for the first time and is over the moon with this result! In his words, "It won't be the last time!". Adam now proudly displays the trophy on his desk as a reminder of what can be achieved if you really put your mind to it. His goal is now focused on becoming the overall 2018 winner.

Adam started his career with The Best Connection three years ago in the Birmingham branch. Before joining the business, Adam worked for retailer, Iceland, where he started as a part-time Replenisher working eight hours per week. In a career that spanned a decade, Adam's hard work and enthusiasm helped him to gain promotions which culminated in an Assistant Manager position.

On the home front, there are exciting times ahead as Adam and his partner Laura, who also works for TBC in the Central Bookings Division, prepare for the arrival of their first child in the summer.



Adam (centre), being congratulated by Branch Manager Jeff Williams (left) and Senior Manager Simon Thompson (right)

Sitara moves to Consultant role

After joining TBC Inc. as a Branch Administrator, Sitara Ramessar has been an integral member of the team. She has excelled in all aspects of the role and has taken on extra responsibilities including developing the company's health and safety programme. Not to be held back in her career aspirations, Sitara identified an opening in the branch for a consultant, applied for the position and was successful.

"I feel this is a positive move for both Sitara and The Best Connection Inc. as it further demonstrates the opportunities available within the Group," says Mark Bowley, Branch Manager, TBC Mississauga.

Sitara started with The Best Connection

in September 2015 as a Branch Administrator in the newly opened Mississauga office. She still remembers her first day walking into the brightly lit pink office and meeting the team who she now considers her family.

"For nearly three years I have supported the Mississauga branch and more broadly TBC Canada. My role included processing payroll, overseeing the accounts department and developing the health and safety programme. I have learned the importance of hard work, dedication and taking the initiative. I have taken advantage of the opportunity to start a new chapter in my career, to utilise my skills here at TBC as a consultant and I look forward to the training I'll receive as well as the new

challenges that I'll encounter in the recruitment industry," said Sitara.

Congratulations Sitara and good luck with your new role!



Sitara Ramessar

Scott Lewis wins prestigious DAF Transport Efficiency Driver Challenge Championship 2018

The Best Connection's Scott Lewis has won the DAF Transport Efficiency Driver Challenge Championship 2018. Congratulations Scott, you certainly have what it takes!

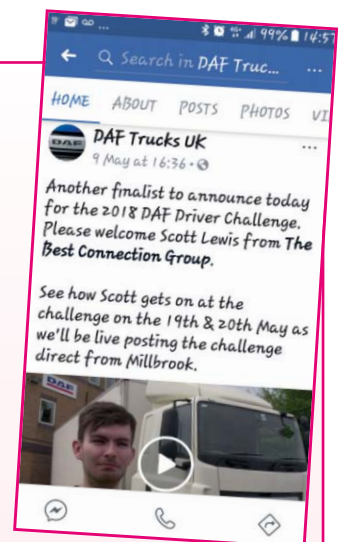
Scott entered DAF's prestigious UK driving competition which took place at Millbrook Proving Ground in Bedfordshire over the weekend of 19th May. The event attracted over 1,000 HGV driver applicants from across the country. These were whittled down to a shortlist of 20 drivers and over the two days they were faced with various driving challenges that included practical and knowledge-based assessments.

To compete in the event, drivers were expected to exhibit the highest levels of driving style, performance and efficiency across different sizes of truck and driving conditions. Drivers were also required to demonstrate road knowledge, including legislation and the Highway Code and vehicle knowledge which covered defect reporting and pre-use checks.

"Scott has worked for The Best Connection at various clients for a number of years and is a dedicated, hard-working person. He is an asset to us and wherever we have placed Scott, be it short or long-term assignments, the feedback from our clients has always been extremely complimentary and clients will always ask for him first," commented Dylan Thomas-Daniels,

HGV Senior Recruitment Consultant, The Best Connection, Cardiff.

Scott (pictured) passed his Class 2 licence in 2013 then progressed to a class 1 licence in 2016. Scott has been with the TBC group since March 2015.



TBC Canada

As TBC Inc continues to grow and develop in Canada, we thought you might like an update on our colleagues and teams across the pond.

Brampton Team The Brampton Branch is the first branch TBC opened in Canada. It is now established as a 'go-to' agency in the Brampton area. Located prominently on Steeles Avenue which is a major thoroughfare in Brampton and surrounded by Industrial estates, we regularly receive enquiries from local businesses asking us to help with their recruitment. This branch is growing every year with the highest margins to date this year and an expected record year for TBC Brampton. The team have developed into a real efficient group and are excited and ready to take on the day, week after week



Brampton Team (L-R), Ryan Mullings, Dolly Patwalia, Suzanne Lavigne, Suhavi Panesar

Joe Middleton is the Branch Manager and he is supported by Senior Consultant, Suzanne Lavigne, who has grown a plan from scratch in a very short space of time. We are fortunate to have the expertise in the branch to help develop our new consultants.

Brampton is Canada's second fastest growing city and enjoys a Triple A rating by American financial services company, Standard and Poor's. The major industry in the area is manufacturing and as this is the largest employer, it is no surprise TBC thrives in Brampton!

Mississauga Team The Mississauga branch is the second branch that we have opened in Canada. Situated on the shores of Lake Ontario, Mississauga is the second most populated municipality in the Greater Toronto Area. This cosmopolitan area draws temporary workers from all parts of the globe and brings with it a diverse marketable workforce with a variety of skills that we can promote to our clients.

The team in Mississauga enjoy the fast pace of the market and you will often find the team out promoting TBC Inc on the local industrial estates. The temporary associates who come into the



Mississauga Team (L-R), Monika DaCosta, Ryan Macmillan, Mark Bowley, Thomas Stenlake, Sitara Ramessar

branch are now greeted by our new administrator, Monika, who is enjoying working for TBC Inc. We often receive feedback on how TBC Inc is a welcoming environment. Mississauga has Mark Bowley successfully managing the team and ensuring TBC principles and practices are being used daily.

Vaughan Team Our Vaughan location is still in its infancy having been trading for less than a year. This has encouraged the team to try and catch up with the more established branches. Through hard work, determination and using TBC best practices Vaughan is well on the road to achieving this goal in its first year.

The team comprises Elliot Mendoza, Branch Manager along with Thiviya Ramalingam, Riley Person, Elin Banyameen and our newest member of the team, Peter Morrell. Situated in York region, the area is attracting Industry from some of the older areas in Toronto which makes Vaughan a great location for TBC's office. The population is growing fast and expects 1.5 million people to call the area home within the next few years. Some great client prospects are in the sights of the team and we expect a steady growth into the last two quarters of the year. The team are proud to be part of the TBC journey and they all look forward to long and rewarding careers with TBC Inc.

Thanks for the update TBC Inc – we look forward to hearing more!



Vaughan Team (L-R), Peter Morrell, Riley Pearson, Elliot Mendoza, Elin Banyameen, Thiviya Ramalingam

On-the-Spot recognises Ryan Owen

To receive recognition at work for making that extra effort can be a great motivator. TBC's client, Tillery Valley, producer of meals to the healthcare, education and local authority sectors, has taken this idea one step further by creating their own 'On-the-Spot' awards for all staff including agency workers.

We can report that TBC's very own Ryan Owen from the Newport branch has been awarded an 'On-the-Spot' Certificate for his hard work at Tillery Valley. Well done Ryan, great job!

"It's a pleasure to have received this award and be entered into a company prize draw at the end of the month. I thoroughly enjoy working at Tillery Valley and I thank The Best Connection for the opportunity they have given me," said Ryan.

"Ryan was singled out for the award after stepping in and taking control when the department was in a busy peak period. He showed great commitment and initiative," says Robbie Jones, Tillery Valley.



L to R: Daniel Phillips (Branch Manager, TBC Newport) Ryan Owen & Robbie Jones (Tillery Valley Supervisor)

Francesca gains a promotion – but not as we know it!

Women's rugby has become a modern - day success. With many clubs sporting a team of spirited ladies eager to do battle on the field of play, interest in the game has rocketed. At The Best Connection, we have found an enthusiast who takes the sport very seriously and her name is Francesca McAlinney.

During normal working hours, Francesca, who has recently moved from Poole, is to

be found in the TBC Gloucester office where she is a member of the Industrial recruitment team. Welcome to the team Francesca, good to have you onboard!

On the pitch, Francesca plays for Ellingham & Ringwood RFC. They've had an amazing season with no losses which culminated in a 47 to 27 points victory against London Welsh on 22nd April. Francesca's team had already won the

National Challenge Division 1 (South West) and have now secured promotion to Championship 2 because of their outstanding performance.

We understand that Francesca is a nifty centre and has scored on numerous occasions throughout the season. No doubt, Francesca will not shy from tackling new challenges and trying her best to convert opportunities!



Francesca McAlinney 5th from the right, back row

Maurice Smith celebrates 10 years of service!

Maurice Smith has been loyal to The Best Connection as a driver for the past 10 years since joining in 2008. Alas, the road ends for everyone at some point and he has decided, at the young age of 71, to retire.

Maurice was assigned to DHL Delphi from 2013 until his final day on Friday 13th April (perhaps another date might have been wise Maurice! Not that we're superstitious).

Maurice said that he didn't consider retiring at the statutory age as he loved driving so much. With his new-found freedom, he will now be spending more time with his trusty metal detector. Let's hope he finds some buried treasure.

Good luck Maurice and thank you for your loyal service - you will be missed.



L to R: Richard McCausland, Maurice Smith, Andy Presley & Richard Lewin

Paul Tavinor gains promotion to Area Manager

2018 is a good year for The Best Connection's Paul Tavinor as he takes on a new role as Area Manager. Congratulations Paul!

Now, in his thirteenth year with TBC, Paul will be taking on further responsibilities and challenges for the business. Prior to joining the fold, Paul cut his teeth working for Midland Personnel in Coventry when he joined the recruitment industry in the mid-eighties. Since then, it's been an upward trajectory with TBC.

Dave Schilling, Director, recalls his first meeting with Paul: "In December 2004 I interviewed Paul for a Branch Manager role. The Peterborough office was due to open in January 2005 and Paul was a great candidate. In May 2005, an opportunity presented itself for Paul to take the reins at the Leicester office and

by February 2006 he was presiding over a successful and profitable branch. In May 2009 Paul put his cap in the ring for the Luton branch and this became his second branch."

Following Paul's success in both Leicester and Luton, he was promoted to Senior Manager in 2011, forging a very strong relationship with new Branch Manager, Richard Fenton, from 2014. The Luton office has since gone from strength to strength. Luton's success gave Richard the impetus and opportunity to open a second branch in Watford under Paul's guidance in April 2016. Paul's career continued to blossom as he took up the challenge of the Oxford-Banbury operation under Director, Darren Pollard.

"Paul has been justly rewarded with a deserved promotion to Area Manager



Paul Tavinor

and is continuing to build his empire by developing a Stevenage plan ready to open the branch in 2019," added Dave Schilling.

How would you like to be Living the Dream . . . in Truro?

If you've been lucky enough to visit the picturesque cathedral city of Truro in Cornwall, you may have wished you could stay for longer . . . well, now you can! The Best Connection launched its first branch in Cornwall a few years ago and since then, the River Street-based office has acquired many key clients within the surrounding area. To enable us to build on this success and develop the business further, we have a fantastic relocation opportunity for a manager or a senior consultant wishing to progress their career.

For those who haven't visited Truro, this may help to whet the appetite:

- Cornwall is one of the sunniest areas in the UK, with over 1,541 hours of sunshine per year, with the highest average of 7.6 hours of sunshine per day in July
- The city's heritage as a market town and port dates back over 800 years, booming during the tin mining era
- Although the port is now mostly used for pleasure cruises along the Truro and Fal rivers to Falmouth, Truro is still the main shopping town of Cornwall
- Truro is positioned almost in the centre of Cornwall and is the county's administrative centre
- It's green spired Cathedral, which was built between 1880 and 1910, dominates the Truro skyline with its 250-foot-high-towers

- Truro boasts good road and rail links and is within easy reach of almost every part of Cornwall
- Nearby sand and shingle beaches offer the opportunity to enjoy swimming and water-sports



If you're interested in finding out more about this exciting opportunity, call Andy Guest, Group Talent Acquisition Manager, on 07920 549570 for a confidential, initial chat. You never know, you may soon be Living the Dream in Truro!

Delphi Systems

adopts Managed Service

The Best Connection began its partnership with Delphi Diesel Systems in 2010. The client uses temporary labour at its Gillingham plant where it manufactures diesel pumps. Temporary staff allow Delphi to respond to the changing needs of its customers and following a review of its agency staff operation with the TBC team, it was agreed that a managed service would offer additional 'valued-added' benefits.

At the outset, The Best Connection undertook an analysis of Delphi's needs and provided a tailored solution including a time and attendance system and the provision of management information and performance data.

The enhanced service has provided Delphi with a single point of contact for resolving agency staff related issues and requirements and, along with the new time and attendance solution, has helped

to streamline operational efficiency. Now, with a dedicated team in the guise of Account Manager, Eleni Elias and Senior Consultant, Selena Holloway, the customer receives a proactive service to address the demanding day to day needs of the business.

Other benefits of the TBC relationship include the coordination of an agency-specific induction programme and the introduction of published performance information that has had a positive influence on staff attitudes.

By taking a greater responsibility for the management of agency workers, the TBC team have released time for some of Delphi's management staff to allow them to focus on their key activities. In addition, the introduction of regular appraisals and post-implementation satisfaction reviews has been a successful, company-first initiative.

Over the years, TBC and Delphi have enjoyed an excellent working site with the branch supporting the factory's requirements with up to 120 agency workers per day.



L to R: Selena Holloway and Eleni Elias



Derek Eelloo congratulates Candice

Candice wins Sales Competition

Candice Daley has run away with the quarterly sales competition throughout Phil Simmonds' branches. Congratulations Candice!

Candice, who has been with the company for five years and is a Senior Consultant on the Industrial desk TBC Stockport, amassed an impressive almost 8,000 points to take first spot!

The achievement puts her as outright winner of final month of the quarter as well as winning the first month of this quarter's competition.

"Stockport is a difficult area to recruit in which makes this achievement all the more impressive. Candice uses her initiative and goes that one step further to find suitable candidates - including visiting job centres - which has paid off," said Phil Simmonds, Director, TBC.

"Candice has always been fantastic at business development and has built a highly successful plan. Last year and this year Candice has performed well above expectations in the sales arena," added Phil.

Outside of work Candice enjoys a spot of gardening and organising holidays.

SWS Vacancies!

SWS Featured Vacancies

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

www.thebestconnection.co.uk/joinus/

Management Opportunities are available in our current TBC branches:
Birmingham, Coventry, Glasgow, Manchester, Oxford, Truro and Warrington

Central Managed Services Co-ordinator -
Bromsgrove Head Office

CPA – Permanent Senior/Recruitment Consultants

Bailey Care Services – Divisional Managers – Poole and Newport

Bailey Employment Services – Commercial Consultant - Goole

Senior HGV Consultant opportunities are available in the following TBC branches:
Bedford, Hanger Lane, Luton, Romford, Slough and Wakefield

Senior Industrial Consultant opportunities are available in the following TBC branches:
Birmingham, Bristol, Burton, Glasgow, Gloucester, Huddersfield, Middlesbrough,
Northampton, Oxford and Truro

The Best Connection has identified the following locations for future branches and has opportunities for current or aspiring Senior Consultants and Managers in:
Banbury • Basingstoke • Hereford • Swansea • Tunbridge Wells

Want more details?

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

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