

SWS... BEST NEWS



A time to reflect . . .

In this Christmas edition of SWS Best News 2018, we share stories from across the Group that reflect the excellent work that is being undertaken on a daily basis, along with events that express the human side of our growing community. From ghostbusting to boxing, there are no limits to the activities many of you endure, and hopefully enjoy, in support of charity fundraising. We also celebrate a birth, birthdays and a marriage along with the many success stories that reflect your personal endeavours.

Christmas is a time for both celebration and reflection. If you had set personal goals at the start of the year, I hope you have achieved them and continue to pursue fresh challenges in the New Year. In this issue, we focus on some of the developments that are shaping our business. Two key themes you will notice are communication and collaboration and how these areas are transforming the way we work and share information. Central to these changes will be our new intranet that will form the 'go-to' place for company updates and resources. With your help, this will evolve over time to make our working lives much easier. Part of our digital journey has been the creation of an online forum to share ideas, successes and best practices that may benefit the broader team. As we grow, it has become essential that we share our collective knowledge and experience to maintain our competitiveness and excellent customer service.

The transformation programme has prompted the question - what do we stand for? TBC has established its brand over many years built on a set of beliefs and values. Whilst these have not been generally publicised, they have guided us to where we are today and as we move forward, we will continue to build our objectives around our beliefs and values. Feedback from recent workshops suggests that we all understand who we are and what we aim to achieve but we felt it should be written down for all to see - so this is something we have produced and included with this newsletter. Please feel free to display this on your notice board or in communal areas, etc, to share the message throughout the business and beyond.

Further afield, it was a pleasure for me to visit our colleagues in Canada recently to keep them all up to date with company developments. Although they work thousands of miles from the UK, there is a bond and willingness to be part of the bigger picture. Through better communications this process will become more transparent and powerful. I was impressed with their enthusiasm and commitment and have every confidence that we will continue to be successful in North America.

Against a backdrop of political and economic uncertainty in the UK, 2018 has been a positive year for the Group with demand for temporary labour continuing to grow and the business maintaining a strong position in the markets we serve. I recognise that business is often hard fought and our customers can be demanding which makes our jobs all the more challenging. On this point, I would personally like to thank every one of you for your hard work and commitment throughout the year. Working as a team is an important element of our winning formula that drives our ambitions and keeps our customers happy. As our sector evolves, we will inevitably face new challenges and we too must adapt to keep ahead of the game. Our collective efforts make us who we are and determine our destiny and I believe we have the best people in our industry to shape a bright future.



Andrew Sweeney

Finally, I would like to wish you all a very happy festive period and New Year and look forward to an exciting and successful year ahead.

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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The Intranet of things for TBC is here!

Easy access to company and business information can make a positive difference to your day to day work activities so The Best Connection is rolling out a new Intranet that will provide a one-stop-shop for company information, documents, internal communications and over time, much more. Your feedback is encouraged so please share your thoughts and suggestions on how you would like to see it developed. You can utilise the Best as One forum on the Intranet to provide feedback.

Examples of the types of information you will be able to find on the TBC intranet include:

BMS (e.g., quality docs, process maps, risk)

HR (e.g., policies, leave requests)

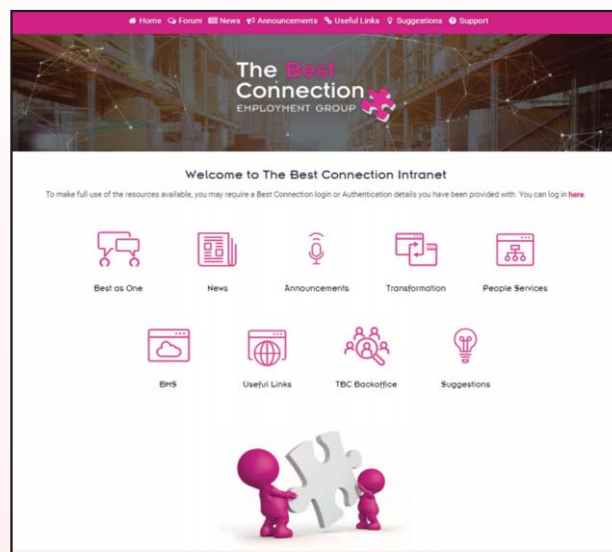
Best as One (e.g., online forum, searchable Wiki)

News (e.g., SWS Best News, REC, news)

Transformation Programme (e.g., project updates, roadmap)

IT support (e.g., IT support requests)

<https://intranet.thebestconnection.co.uk/>



Structured communications coming to TBC

In the September issue of SWS Best News we announced the launch of Best as One as a means of bringing people across the business closer together. This, along with the online forum which was launched with the intranet at the beginning of December, will help us to connect better throughout the company.



Lottie Jarvis

As part of this process we are intending to develop a more

structured approach to communicating within The Best Connection. To help achieve this we first need to gain a greater understanding of how we currently communicate. Charlotte 'Lottie' Jarvis is in the process of speaking to all of you to learn more about our existing internal communications. She will be asking which communications happen, when they happen and how they happen. The findings will inform how we shape a more structured internal communications strategy. We will keep you updated of developments in future issues of SWS Best News and via the intranet.



The Best Connection Forum

Following on from the Best as One project, we are excited to launch our Online Forum which forms part of our overall communications strategy. The Best as One champions have been busy attending face to face meetings to understand how, as a business, we can communicate better. The group decided that an online forum would make an ideal platform to allow all employees to contribute. The champions have been working hard to develop the content which kick-started the forum on 1st December.

We now want everyone to get involved by posting ideas, suggestions, improvements, best practice, what works

well in your branch or department, how other branches or departments can help you, etc. Have you ever wondered, 'How do I do . . .?' If you post the question, the likelihood is someone will know the answer!

One recent post from Matt Burford shared a comment from a client, Oak Furniture Land, which said what a good job everyone was doing, and how it was a pleasure having The Best Connection on board. The forum shared the experience to make other branches aware should they be talking to or working with other Oak Furniture outlets. This is exactly the type of communication that becomes invaluable to help us work as a team

across the whole country.

The Best Practice Champions will agree with the Directors which ideas to take to the next stage. This could mean sharing the idea nationally or changing a process formally so that it improves the way we work. So, please get online and start posting - together we can achieve more and help each other to succeed.

The next stage of our Best Practice will be to implement a 'Wiki' page. Did you know that Wiki is Hawaiian for 'fast; quick'? We want our Wiki page to be a resource for you to obtain information - fast! We will keep you informed of the progress of this exciting development.

TBC's new HR function welcomes Katie Yorke

Many of you may have already briefly met Katie Yorke around the business, but what you may not know is that she has been very busy over the past year completing her professional qualifications in Human Resources prior to joining our People Services team. This is headed by Iain Brown and incorporates HR Support, Talent Acquisition and Training & Development.

"As part of the Transformation Programme, we are setting up an exciting new and much needed HR function for the company and Katie is a key part of that team," Iain Brown commented.

We asked Katie to share some background on herself and her aspirations for the new role and this is what she said.

"After spending three amazing years studying Journalism at Nottingham Trent University, the only thing I was really sure of was that I did not in fact want to be a journalist! I knew I wanted to go travelling so in preparation for this, I took some time out working at a local health club which I really enjoyed.

"Whilst working there I became quite familiar with the Human Resource Department within the organisation and having no previous experience in HR, I was surprised to learn how broad the team's involvement was in the



Katie Yorke

management and smooth running of the business. Over a 12-month period at the health club, I gained a solid understanding of the function and I knew HR was the career I wanted to pursue!

"After returning from my travels, I joined TBC's Talent Acquisition department where I gained valuable experience of the internal recruitment function. To consolidate my learning and develop a greater understanding of HR, I decided to embark on a full-time MSc in Human Resource Management with level 7 CIPD. Whilst the course was really hard work, it was incredibly thorough, and I am pleased

to say that coming out the other end I still want to work in HR!

"I am delighted to be joining The Best Connection to help create our very own HR function. It's an exciting time and we are currently focusing on producing and implementing new people-policies and processes that will make it easier for managers to organise their teams and will give employees easy access to advice and support. In the months ahead, we will be working towards our new approach - 'Developing the Best People'- which is in line with our aligned objectives. This will involve more organisational communication and engagement.

"This is a particularly exciting opportunity for me because, as you may be aware, unlike many similar sized organisations, TBC does not have an established HR department. This means there is a huge amount of scope within the role and lots of interesting work to be done across all areas of the business.

"I am currently working closely with Chris Jenkins, HR Consultant from Protean, and whilst we have managed to visit some branches recently, you will hopefully be seeing and hearing much more from us in the New Year!"

Congratulations Katie on achieving your Master's degree and good luck with this fantastic new challenge.

Risky Business

We all know that the consequences of our actions can potentially have less than desired outcomes. Even if we are aware of this, we may still carry out these actions knowing there are risks attached. Business operation is no different in this regard which is why we are introducing a more structured approach to risk management, led by Jane Power, Business Assurance Manager, which involves the whole company.

"We have been in the process of introducing a formal Risk Management Structure over the past couple of months with Protean to improve our approach to non-conformance and continual improvement," says Jane.

This approach helps to identify the events that could occur that might stop the business achieving its key objectives. Decisions are then made as to whether those consequences are acceptable or if action is required to reduce either the consequences or the chances of the risk becoming a reality.

We will be able to identify potential opportunities arising from the findings. We will also be reviewing challenges throughout the branch network from the risks highlighted.

"We have been rolling out training for Risk Management within the business and have registers for recording risks. Through the risks identified, we will be improving our processes and implementing improvements to reduce these. If you identify any risks that need addressing, please highlight these to your manager," added Jane.

All risks identified will be monitored to ensure that implementation of agreed risk treatment plans are effective. We are all aware that in our fast-moving environment we need to be forward thinking and this process enables everyone to identify new or emerging risks within the business.



Focus on ...

Backline Christchurch



Backline's Christchurch branch opened its doors in July 2018. Now that it's well established, we've spoken to Harriet Morgan, branch manager and Ian Lillington, consultant, to find out a little bit more about what makes them tick so that you can get to know the people you'll be dealing with.

Let's start with Harriet, can you tell us a bit about your professional background? "I started off working at an estate agent as an administrator and within one year I'd been promoted to accounts manager. I was eventually given the opportunity to open a new branch and was responsible for all aspects of the operation including recruitment and database building, etc. In 2016, I had my second child, Hendrix, and four months later returned to work as PA to the Mayor of Ferndown, before joining Backline in April 2018."

What attracted you to work with Backline? "I really enjoyed the challenge of opening the new branch with the estate agency so was keen to have the opportunity to replicate that success, which was a perfect fit with Backline as the business was looking to expand in the area. I also got along well with Kate Higgins who was about to become the Regional Manager for the branch and I had an interest and understanding of Logistics from my father's work in supply chains."

How does working with Backline compare to your expectations? "That's difficult to say as I didn't come into the job with any expectations, partly as I wasn't previously aware of Backline, having worked in a completely different sector until I got the job."

What have you enjoyed most about working in the Christchurch branch? "I've really enjoyed the results that we've seen, going from a standing start to over 100% of target within just weeks of opening."

What has been your biggest challenge? "The main challenge has been the logistical aspect of setting up a branch from scratch in a completely new location. Competition in the area is particularly strong and as Backline is new to the area, getting our name out there with drivers and clients has been tough. Having said that, I relish a challenge and when something isn't straightforward it drives me even more to achieve it!"

What are you looking forward to most in the next 12 months? "Seeing the branch grow – hopefully maintaining the same pace of growth as we've experienced since July when we opened."

Anything you would like to add? "I'd like to say thanks to the support Kate has given me. Her experience and dedication have been invaluable. It's also great to have the support of Ian who will facilitate the continued growth of the branch."

We asked Ian Lillington, Recruitment Consultant, Christchurch Branch the same questions – here's what he said:

Tell us a bit about your professional background "I was in the army for around 12 years. I left in 2010 and made the transition into the transport industry as a driver in various areas

from parcels through to heavier haulage using my HGV class 1 licence. This was how I first met Backline, through working as a driver with their Winchester branch in 2016."

How long have you been working for Backline now? "Full time since September 2018 as a driver and then I started working with Harriet in the Christchurch branch from late October this year."

What attracted you to working with Backline? "From a driver's perspective, I enjoyed the variety of work that Backline was able to offer. When the position became available in the Christchurch branch, I wanted to take the opportunity to pass on my knowledge and experience to other drivers."

How does working with Backline compare to your expectations? "Having never been office-based in previous roles, other than as a transport manager with the army (which isn't really comparable!), I wasn't sure exactly what to expect but I have definitely enjoyed the challenge so far."

What have you enjoyed most about working in the Christchurch branch? "Meeting new drivers has been great and being able to help other drivers who are in a similar position to the one I was in previously. I really enjoy being able to deal with people on a daily basis."

What has been your biggest challenge? "The high-pressure nature of the recruitment side of things has been tough. Clients will often have requirements with very tight timeframes, which can involve both sourcing and interviewing large numbers of candidates within a very short period."

What are you looking forward to most in the next 12 months? "I'm looking forward to being involved with the growth of the Christchurch branch as I'm impressed by what has been achieved in such a short space of time. Also, I'm looking forward to developing my skills wherever I can within the business, for example assisting with the training division where possible."

Anything you would like to add? "Working with Harriet has been really enjoyable, although she's a very hard task master – she's very determined to be the best, but at the same time, she's realistic and fair."



Ian Lillington and Harriet Morgan

Backline Logistics secures ongoing contract with Booker Retail Partners

Backline Logistics has extended its relationship with Booker by securing a contract with its sister company, Booker Retail Partners, which forms part of the group owned by Tesco.

The new contract will see Backline Logistics supporting Booker Retail Partners with the distribution of food products to its Budgens and Londis stores across the UK. The vehicles will operate from Booker Retail's new distribution centre in Hemel Hempstead.

"This is a tremendous opportunity which will provide Backline with ongoing work

through the quiet period in February and March," explained Louise Gaunt, Transport Operations Manager, Backline Logistics.

Liam Murnaghan has worked hard over the past two months to secure the contract which will open future opportunities within Booker and Tesco. "My role as New Business Manager for Backline is not just a sales role. This opportunity also came with the challenge of sourcing six refrigerated trailers that met the customer's specification to enable us to deliver the new contract.

After calling every trailer provider in the UK and being laughed at several times, I managed to find six trailers at a very competitive rate. I am very excited to have played a major part in securing this new contract, however, I would not have been able to do this without the support of the team in Leighton Buzzard."

As a result of the new contract, five new MAN tractor units have been added to the fleet with an expected delivery by the end of the year. This will help to improve Backline Logistics' fuel efficiency and company image as it continues to grow.

CTS Strikes Gold with Apprentice Tom Lee

With apprenticeships being a popular route for many young people looking to establish a career path, CTS went on the hunt for a perfect candidate in the summer of 2017.

Tom Lee walked into the interview room with incredible confidence, displaying a passion for business and a hunger to change the world.

"It was fantastic to see those qualities in someone so young. At this time Tom knew he wanted to gain experience as well as earn a qualification, but he wasn't sure which area of business he wanted to work in. In his interview, he explained he had been looking at business administration and introduction into sales and that was why he'd applied to the CTS advert," said Mark Gooden, Director, CTS.

CTS is a small business which prides itself on customer service, administration excellence and the company had recently refocused the business towards being sales-led. Tom knew that he would gain a wealth of knowledge across all of these areas and that learning the customer sales cycle in detail would help him to decide which direction he ultimately wanted to take. CTS are delighted that Tom trusted them to deliver on that opportunity and joined the team in July 2017.

Tom immediately started to work in the Managed Services Vehicle team lead by Operations Manager, Abbie Sands. It is a fast-paced role where customer service is at the forefront of everything they do.



Tom's level 2 qualification in Business Administration began in August 2017 and was successfully completed in August 2018. This was delivered by Fleetmaster.

Throughout the course Tom was mentored by Abbie who says: "Tom has been a fantastic addition to the CTS team. He has developed many skills through his apprenticeship that have seen his role grow and progress since he began, which he continues to build on. He is determined to source any vehicle required and to deliver an excellent service to our customers."

Tom's drive and hunger is still very much apparent: "Since completing my apprenticeship, I have decided to take on a new challenging course, Level 3 Business Administration. I would then like to progress through the business as much as possible, completing many more levels in different subjects," explains Tom.

We look forward to letting you know more about Tom in the New Year when he embarks on his Level 3 in Business Management and continues to progress. **Good Luck Tom!**

Andy Sweeney Visits TBC Canada



Andy Sweeney (centre) with TBC Brampton team

Our CEO, Andy Sweeney, made a flying visit to The Best Connection Inc. and CPA in Canada recently where he had the opportunity to see the new office in Hamilton. Whilst he was there, he went to each branch and met with every staff member, individually, to understand what makes the team tick and how they are getting on.

As a senior executive, Andy's visits are very important to the staff as his presence helps to communicate the bigger picture. It gives everyone an opportunity to ask him questions about the business. One such question asked by a new staff member was, "why is the logo pink?" His explanation was because clients love the colour, it stands out and helps people remember

The Best Connection because it is bright! Makes sense!

Of course, it wasn't all work. Andy was able to experience the local cuisine and enjoyed some Canadian favourites such as Popeye's Chicken when he visited the Brampton Office. Andy also met with the Canada management team to discuss the future along with challenges and similarities with the UK market. We are told that confidence is sky high and the outlook for 2019 is positive and the team look forward to seeing Andy again next year.



Hamilton team pictured with Elliot Mendoza, branch manager (far right)

Jobs Fair Attracts New Talent

As part of TBC Inc's recruitment strategy, the team have been busy attending local job fairs to seek out new talent and clients. This approach benefits the business in several ways, often clients or potential clients are exhibiting alongside TBC Inc's booth which gives the team the opportunity to start a dialogue. The environment is perfect for speaking candidly to clients about recruitment initiatives. Secondly, it's also a great

place to meet job seekers who take the time to visit these events and is a fantastic way of promoting TBC Inc. to the broader business community.

In October, TBC Inc. attended two job fairs resulting in a new client win and an increase in candidate attraction. The team enjoy promoting the business at these events and sharing the opportunities available.



Pictured (left): Joe Middleton, Operations Manager, TBC Inc.

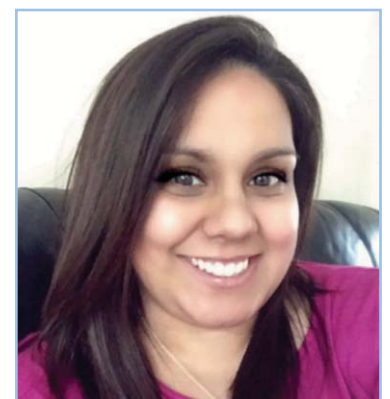
Bianca joins BCS Newport as Divisional Manager

Bianca Symons has joined Bailey Care Services as Divisional Manager based at the Newport branch. Bianca brings a wealth of experience to the team from her career in the hospitality sector and according to her new colleagues, she has already 'hit the ground running' and has been well received by both staff and clients.

"I have spent most of my career in hotel management. At the age of 19, I was given a great opportunity which allowed me to manage my own hotel and develop as Hotel Manager over a ten-year period.

What I enjoyed the most about my job was the people. I loved meeting the guests and striving to exceed their expectations and was passionate about my teams. It was this passion that led me into recruitment and following two years working as a permanent consultant, I was lucky enough to stumble across the opportunity to join Bailey Care Services. I haven't worked in temporary recruitment before and now, three months in, I can say with certainty that I love the challenge," said Bianca.

Welcome to the BCS team and good luck with your role Bianca.



Bianca Symons

CPA UK & Canada and TBC Watford join in Pink Friday fundraising for Breast Cancer

CPA and The Best Connection Watford took part in 'Wear it Pink' on Friday the 19th of October for Breast Cancer Now, not just by wearing pink but also with a 'Bake it Pink Bake Off'.

The event, which organised by Lisa Fox, was an amazing day thanks to the team who embraced the cause and made it such a great success.

To keep the adjudication fair and impartial - as you can imagine bake-offs can be a little competitive - the bakers were thrilled to have a client and food blogger, Clare Morfin, from Easypeasylemonsqueezy, to judge the bakes! How posh is that?!

And now to the results. Well done to all the competitors, particularly Jon Hemming-Nash whose cupcakes won the bake-off, also, to Tina Jane Clark who earned a commendation for her step-father's fantastic icing on her cakes. Well done to Richard Fenton who guessed the exact number of sweets in the sweetie jar (139)! You can't beat a guess if it's right, Richard!

After the icing sugar had settled, the team were thrilled to have raised a total of just over £216.

The event not only raised money and awareness of breast cancer but will also help to save lives - and it was a great excuse to eat cake - if one is needed!

Great work and you all look fabulous in pink!

CPA Canada

Joining their colleagues in the UK, CPA Recruitment in Canada also raised money for Breast Cancer Awareness by wearing Pink for the day! They even had the pleasure of having Andy Sweeney with them in the office on that day and he happily participated by holding a very fetching pink lunch bag. Well done team! And thanks to Lisa Fox in Watford for organising the Wear It Pink event.



CPA Canada wear it pink!



TBC Watford & CPA Pink Friday collaboration



Lisa Fox CPA and Clare Morfin



Luke Biscoe, CPA Inc Branch Manager sporting pink post-it notes!



Dan Phillips, Branch Manager, TBC Newport

Dan Phillips scores four tens!

We were told, in the strictest of confidence you understand, a little secret. Dan Phillips, Branch Manager, TBC Newport has reached a milestone birthday and will be blissfully unaware of this acknowledgement in this edition of SWS Best News! Well, you have only your friends to blame (and Dino) - to thank for that. Dan has been with the branch for over 12 years and has reached the young age of 40! Happy Birthday Dan, it has been a pleasure to have had you on the SWS journey for what has been over a quarter of your life. I'm sure it's gone like lightning and here's to next 12 years.

Jane takes Business Assurance Manager role



Jane Power

A warm welcome to Jane Power who joins us as Business Assurance Manager based at Topaz. This new role has been created to support our ongoing transformation programme which is focused on making improvements to business systems, processes and communication methods. Jane will be responsible for supporting The Best Connection's internal business Process Owners by managing the accuracy of its Business Management System Manual and Risk Management Framework to ensure service levels to clients and temporary workers are optimised.

"I am delighted to be working with The Best Connection at such an exciting time and to use my skills to help with the

transformation programme by supporting the Process Owners through the current journey and into the future," said Jane.

Jane is a holder of the Chartered Quality Institute - Quality Management Diploma - from Birmingham City University and has qualifications in Business Improvement Techniques, Quality Assurance and ISO Internal Auditing.

"We are very pleased to have Jane aboard to support the administration and management systems. She will be undertaking a pivotal role as we enter the next phase of our transformation programme," said Neil Yorke, Director.

Welcome aboard and Good Luck with your new role Jane.

We have Leoni to thank for 'Best as One'!

It's all in a word – or three! Communicating ideas, beliefs and actions appropriately and succinctly is a fine art and the impact, if executed correctly, can be very powerful. As we all know, the Transformation Programme is well underway and is starting to impact on the way the business works, both internally and with our clients and temporary workers. One of the key themes being explored has been working closer together and collaborating as an extended team. This was originally labelled as 'Best Practice' which seemed to fit the brief but didn't resonate with everyone. And when we refer to everyone, more specifically, Leoni Ward, Payroll Supervisor, TBC Leicester.

Leoni came up with the idea of changing 'Best Practice' to a new title that grabbed the essence of the business and future working practices and in a lightbulb moment, 'Best as One' was born. Congratulations, Leoni, small things can make a big difference and in this example, it is truly inspired!



Leoni Ward, Payroll Supervisor,
TBC Leicester

STOP PRESS!

New Doncaster branch opening January 2019

BCS & TBC Cycleathon for Blood Cancer Charity

The Best Connection and Bailey Care Services in Poole joined forces recently to raise money for the **Anthony Nolan Trust** and **Leukaemia & Myeloma Research**.

A cycleathon was chosen as the focus of the fundraising efforts which lasted from 8.30am to 4.30pm with all team members taking part to ensure the pedals continued to turn, non-stop, throughout the day. Cakes were also baked and sold to raise some additional money. We are delighted



L to R: Kamila Lewandowska, Lisa Rothnie, Becky Smith & Joanne farmer, Poole Branch

to share that a total of £174.77 was raised. **Well done to you all!**

Anthony Nolan Trust is a pioneering charity that saves the lives of people with blood cancer. Every day, the charity uses its register to match individuals willing to donate their bone marrow or blood stem cells to people who desperately need lifesaving transplants.

Some startling facts:

- Every 14 minutes, someone is diagnosed with blood cancer
- Over 2,000 people in the UK are in need of a bone marrow or stem cell transplant every year
- 75% of UK patients won't find a matching donor in their families so they turn to Anthony Nolan Trust to find an unrelated donor

At the end of September, Jadine Stanford (Dave Stanford's daughter) completed a 15-mile sponsored walk to raise money for Anthony Nolan Trust.



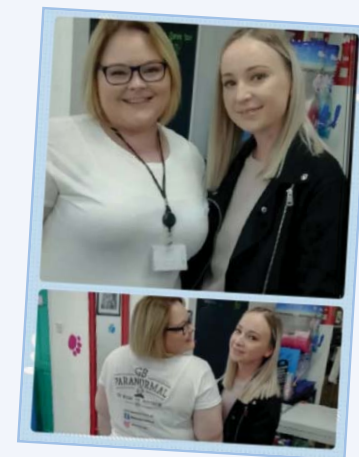
Dave Stanford, BCS, pictured with wife, Sue and daughter, Jadine

Who you gonna call? (BCS) Ghostbusters!

Following in the footsteps of Derek Acorah, BCS Worthing have been spending some time in the world of the paranormal after they organised a charity ghost hunt in aid of Blood Cancer Awareness Month.

We can report that nobody was lured into the underworld and all survived the experience with what appeared to be smiles of excitement. Everyone thoroughly enjoyed themselves and raised £310.00 in the process.

The pot was topped up with a further £40.00 from the team in the office following a 'spots and PJ's' week. Well, now we know who to call if we have any ghosts!



L to R: Bethany Roberts & Shannon Fitzpatrick



Fundraising ghost hunt night run by Beth at Worthing



L to R: Fundraisers - Bethany Roberts, Zoe Wickens, Karen Lawrence & Shannon Fitzpatrick, Worthing branch

Selena Holloway Makes Divisional Manager

Many congratulations to Selena Holloway who has been promoted to Divisional Manager. Selena started with TBC Eastbourne in 2008 following three months training at the Crawley branch.

After a successful start to her career in Eastbourne, Selena moved to the Maidstone branch to assist with sales and business development. Having helped build the business to a good level, Selena then returned to Eastbourne to continue business development activities.

When an opportunity to run MAIND2, a very busy AV desk, became available in Maidstone in late 2012, she grasped it with both hands. After a very successful six months on MAIND2, Selena was promoted to Senior Consultant. She remained on MAIND2 for another five years, servicing the AV accounts to an extremely high level and continuing to grow the desk.

In 2018, an opportunity knocked once again at Selena's door in the form of a chance to step up to the plate and run the

Dartford branch. Dartford had a well-established team in place and just needed that extra direction and experience Selena could offer.

Following a successful start to her time in Dartford, Selena has been promoted to Divisional Manager and is working hard with the team to take the Dartford branch and her career to the next level.



Selena Holloway

Gabriela Wins Quarterly Regional Sales Competition

We are delighted to share with you that Gabriela Pascu, Senior Consultant, TBC Milton Keynes, has won the Quarterly Regional Sales Competition run by Director, Dave Schilling. A big congratulations for taking the title and good luck for the next one! Great shield, by the way!

L to R: Simon Thomson, Senior Branch Manager & Gabriela Pascu



Lorraine packs a punch for Charity

Forget Rocky Balboa, that was just Hollywood. We have found our own boxing star in the guise of Lorraine Gandy. And this is how it all came about. Under some gentle pressure from a friend, Lorraine, who, in her day job, is Senior Manager at TBC Preston, signed up for some 'white collar' boxing. What she didn't know was exactly what she had signed up to!



Lorraine 'Rocky' Gandy in the red gloves

"Having never thrown a punch in my life, or been hit for that matter, I decided to start boxing training which lasted two months. Although it was demanding, I really enjoyed the training side of things, but then, half way through, it became a little more real – as we started to do sparring! All I can say is, it was terrifying and being punched and winded was definitely not one of my favourite experiences. Nevertheless, I carried on regardless and completed the training and was ready for action," recalls Lorraine.

The big day arrived in September. Lorraine donned her red gloves and entered the ring ready for action. There was no going back! In front of a large baying audience of hundreds at The Guild Hall in Preston, she fought courageously and raised £1,600 for Cancer UK in the process. Living up to her competitive persona, it was no surprise to anyone that knows her that she returned victorious, gloves held high.

"I can honestly say I have officially retired from boxing!" added Lorraine.

What a great story and fantastic achievement Lorraine. Great right hook too!

Shivangi moves to TBC from BCS

Shivangi Sharma-Ghosh has been an Administrator with Bailey Care Services for a year. Due to her husband's need to relocate to Cambridge with his job, Shivangi was faced with having to find another role. The good news is, we weren't letting her go that easily and she has now transferred to TBC Cambridge. Let's hear Shivangi's story in her own words.

"My first year with BCS was amazing. Each day was different, there was always something new to learn. It was challenging but interesting, mainly because I don't come from a care background. The work environment is so friendly and comfortable and the team I worked with were lovely. My manager and my colleagues were really helpful and I had a great time with all of them.

"I believe Bailey Care Services has given me the opportunity to enhance my skills. I'm very pleased to have started my

NVQ 2 in Business Administration and my journey with SWS Group will continue as I transfer to The Best Connection. The support I received from my manager and the entire team has been incredible.

"My Managers have helped me throughout the transition. As soon as they knew that my family was relocating, they tried their best to find a job vacancy at The Best Connection, Cambridge and arranged an interview for me. I was delighted to have been offered the job a couple of days later. I was so pleased to have such a golden opportunity to stay with the SWS Group and continue with my training. To be very honest, the transition was as smooth as an ice cream ☺.

"I have enjoyed being a part of the BCS team in Abingdon and I will miss all the fun we had. I would like to thank my managers, my teammates and everyone who has helped to make the transition a pleasant and exciting process. I am

excited and nervous to be joining a new team and look forward to a new beginning with The Best Connection," says Shivangi.



Shivangi Sharma-Ghosh

Holly Daly takes sales prize



L to R: Holly Daly being congratulated by Jerome Francis, Divisional Manager, TBC Exeter

Holly Daly, Senior Consultant on TBC Exeter's industrial desk, has won the quarterly sales competition for Darren Pollard's region - well done! Holly, who joined The Best Connection as a trainee on April Fool's Day in 2014, proved her joining day to be unprophetic by coming top in new business margin for Senior Consultants and above for the quarter. Holly also currently sits in 2nd place in the yearly regional competition.

"Since joining TBC Holly has shown a natural talent across all aspects of the role, helping the Exeter Industrial plan grow to become one of the strongest in the region. Holly has developed a loyal client base across the Devon area, by continually winning new business and increasing the placement figures for temporary workers across our existing clients. We have been really pleased with her progress since joining TBC. Holly has shown the desire to become successful in this industry. With the team's continued hard work and effort, I have every confidence of continued growth from the Exeter branch in 2019," said Paul Crocock, Area Manager.

Congratulations Holly and we look forward to seeing the results in 2019.

TBC Romford progress update

After many months searching for a suitable location in East London, The Best Connection Romford branch was opened in March 2018. Initially, the plan was to be based in Stratford, however, finding a suitable base (that wasn't being converted into residential units) was almost impossible. Eventually, after more than six months, suitable premises were secured in Romford. Fortunately, the new Branch Manager, Tracy Price, lived in Romford and so this worked out really well!

"I recognised the opportunities in the East London area with the large amount of industrial companies and have wanted a presence there for some time. We had developed a solid plan covering this part of London over the past few years and but needed to be closer to maximise this potential," says Tom Meakin, Area Manager.

The Romford team consists of Tracy Price, Branch Manager; Mark Yee Industrial Consultant, (previously based at Earls Court) working with Esau Peters, trainee. Brian Bourne was recruited to start the HGV division and works alongside Gabriela Anisko, trainee. Annie Pollack is Branch administrator.

Romford is well positioned to service the East London, Barking, Dagenham and West Thurrock areas and we wish the team all the success in the New Year.



L to R: Mark Yee, Esau Peters, Tracy Price, Annie Pollack, Gabby Anisko & Brian Bourne

TBC Eastbourne opens new Construction Desk



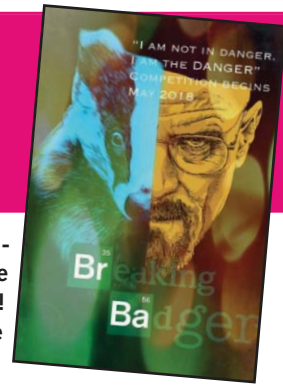
L to R: Shane Hughes, Rene Hawkes & Brad Payne

We would like to extend a huge and warm welcome to Bradley Payne and Shane Hughes who have joined the TBC fraternity to launch a new Construction Desk based from the Eastbourne branch office. Between them, Brad and Shane have an impressive 35 years' collective experience in recruitment for all sizes of construction projects.

As the UK is set to invest record amounts on housing and infrastructure projects, this is a great opportunity for TBC to target skilled and semi-skilled construction roles - and yes, they also get to wear their hi-viz vests and hats in the office! Good to have you both onboard and good luck.

With the success of this venture, we will look to develop the construction operation in other strategic areas of the country where infrastructure projects are planned.

Badger Competition Generates 314 New Clients



In the south east region, Rene Hawkes has witnessed yet another hard-fought, yet enjoyable - we're told, 'Breaking Badger' competition with some creditable wins notched up. Over an intense 15-week period, division pitched against division, generating a massive 314 new clients! A fantastic achievement and well done to everyone who took part and for making this contest the most hotly contested ever.

Now to the results. Taking the top spot for HGV was Ashford HGV closely followed by Poole with Portsmouth snatching the Industrial division prize ahead of Ashford. In the individual performance section, the Top Competitor prize for outstanding individual effort and activity went to Rob James, Poole HGV1. Well done Rob and the rest of the team members on an outstanding set of results and well-deserved rewards! **Here's looking forward to the return of the Badger in 2019!!**



L to R: Rene Hawkes, Area Manager, congratulating Ashford IND Sammy Grove & Jordan Christie



L to R: Portsmouth IND Jake Hughes, Jade Vernon, Ceejay Jones, Sam Campion BM & Joe Feesey SM



Poole HGV L to R: Tom Collins, Sharon Bowen (BM) & Rob James



Ashford HGV, (L to R): Rene Hawkes, Mike Sharp & Jamie Biggs

The Best Connection Celebrates 20 years in Coventry

Congratulations to The Best Connection's team in Coventry for hitting 20 years in the city. With its office located close to the Lady Godiva statue in the centre of town, the branch operates an industrial and a driving team of eight consultants who place, on average, over 250 workers a day across 60 customers.

Senior Manager, Andy Presley, who began his career with The Best Connection in the industrial division at Coventry 17 years ago, said: "The team are committed to supporting local businesses and can be very proud of what has been achieved over the past two decades having secured thousands of temporary workers permanent positions in local companies."

Over the past five years, due to an influx of logistics and

warehouse development businesses and Coventry's central geographical location and transport links, reliance on the traditional automotive and manufacturing sectors has shifted, leading to more and varied roles being fulfilled by the branch.



Andy Presley, far right in the picture, with TBC Coventry team

4 Steps To A Smile

supports children at Christmas



Halesowen team with a selection of gifts donated

This Christmas, TBC Halesowen and Topaz have been supporting a charity called 4 Steps To A Smile. The Midlands-based organisation collects Christmas gifts for vulnerable children throughout the West Midlands including those in care homes, refuges and children entering the emergency care system. The aim is to 'create a smile' on the faces of some of these most vulnerable children.

The children's ages range from nine months to 19 years and are all asked what they would most like to receive, for example, 'three-year-old Olivia would like a Tiara.'

The response has been amazing! In total, 100 gifts have been donated. The team had originally set a target of 80 – these were snapped up within 24 hours so a further 20 were added at 8:15am the following day and these were also allocated within 15 minutes!

Your kind donations will help to make 100 smiles this Christmas. A huge thank you for your generosity!



Topaz team with a sample of the 100 gifts

Hayley has a baby boy!

Congratulations to Hayley Allen, PA for TBC's Southern region, who has given birth to a beautiful baby boy. Weighing in at a healthy 8lbs 6oz, in old money, Beau Bligh Simmons was born at 23:01 on the 11th September. With such a great name he is surely destined to stardom.

We are told by her colleagues that Hayley has been a stalwart of the Southern region for many years and they are delighted to have Hayley back following maternity leave.



L to R: Shaun, Matt, Beth, Trudi, Jon and Emilio

Shaun reaches his half century!

Happy Birthday to Shaun, Happy Birthday to you! Shaun Chilton from Bailey Employment Services, Melksham, reached 50 years young on the October 3rd. Congratulations! Shaun, who has been part of the Bailey's Melksham team since August this year, is pictured with a reminder of his huge achievement (just in case he'd forgotten). It's great to see so many beaming smiles from his team members who shared the celebration.



It's Official, Vojtech Tokar is the Q3 winner!

Sharon Phillips, senior manager, congratulating Vojtech Tokar

Selling is a tough business, therefore coming top in your region is no mean feat and requires a lot of effort and focus. In this story, we extend a huge congratulations to Vojtech Tokar who has snatched the Q3 top spot for C1 & C3 in Darren Pollard's regional sales competition.

Vojtech, who is an Industrial Consultant for TBC B1, was delighted to find out that he had scooped the award. He now holds the trophy for the next three months until Q4 four results are in.

Vojtech joined B1 in October 2017 and has become an integral part of the team. Very well done, B1 are very proud – and we hope you are too!

Alex Davoodi Tops Regional Sales Contest



L to R: Danny Keyes congratulating Alex Davoodi

Alex Davoodi, HGV Trainee Consultant at TBC Enfield branch, achieved first place in the 3rd quarter of Danny Keyes' regional sales competition. Great work Alex - congratulations!

Alex won with an impressive 120 points which were generated through 12 new conversions in the three-month period which generated considerable revenue for the branch. In a highly competitive market Alex achieved this as a result of a determined approach and positive outlook on all of his calls made.

Hot on Alex's tail was Louis Cunningham, HGV Consultant, TBC Swindon, followed in third place by Kat Joad, Commercial Consultant, Bailey Employment Services, Melksham. **Well done to you all.**

Are Apprenticeships becoming the new Uni?

For many young adults, their education journey will be mapped out for them. GCSE's followed by A Level's followed by a 3-year minimum stint at 'Uni'. At the end of this preparation for entering the world of work, many students are saddled with a debt mountain and often a period of head scratching when it becomes time to choose a career path. For some, however, the allure of learning and earning on the job has its attraction which is why Apprenticeships are emerging as a real alternative to the traditional route to the workplace. Let's face it, having a job with a salary and being trained by your employer offers a strong starting point.

According to the results of an annual survey undertaken by The Institute of Student Employers, the number of apprentices taken on in 2017 increased by 19% to 11,016 - 823 of which were degree level. In contrast, graduate hiring increased by a meagre 1% to 20,614 during the same period. Degree-level apprenticeships grew at the fastest rate at 50%. The report indicates that employers already hiring degree apprentices expect to increase positions by 15% in 2018. In addition, 2018 is also poised to see a further 18% of employers offering degree-based apprenticeships.

These statistics suggest that some

businesses are in favour of taking on youngsters and nurturing them to become a good fit. Throughout the programme it will become apparent which skill sets and strengths the individual has to offer and where they can establish mutual ground. Some employers may also support apprentices through degree courses which will have a direct relevance to the roles undertaken. Apprenticeships are in their ascendance and the world of work is changing. For young adults (and increasingly not so young, mature students) forging their way in life doesn't always have to be a one-way street and that can only be a good thing!

Dress Down Fridays supports Pets as Therapy

**PETS AS
THERAPY**

Dress Down Friday fundraisers at Topaz received a couple of surprise visitors recently when volunteering Pets as Therapy dog, Watson, popped into the office with his handler, Emma, to say thank you for all their support.

Dress Down Friday raises money for different charities each quarter and this quarter the fundraisers have managed to raise £195.00 for the Pets as Therapy Charity.

Watson and Emma are part of the volunteering team who visit many different locations across the Midlands, such as hospitals, hospices, nursing and care homes, special needs schools and a variety of other venues. Watson loves his volunteering role and particularly enjoys playing 'catch' with all the children!

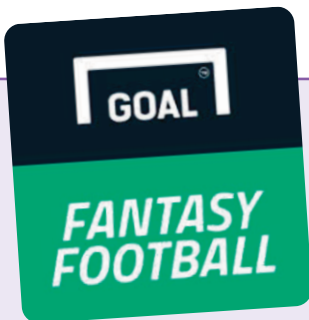
The Pets as Therapy Charity enhances many lives by providing companionship and friendship to help tackle loneliness and helping people suffering from debilitating mental and physical health conditions by providing a more holistic approach to their treatment.

According to Pets as Therapy around 6,000 children per week benefit immensely from this unique experience. Thank you to everyone who takes part in the fundraising activities, keep up the good work!

www.justgiving.com/company/SWSGroup2017



Emma Yorke and Watson with Topaz Dress Down Friday fundraisers



Fantasy Football Update

Andy Nuttall has led his team to the top of the table with the shrewd signing of Salah for week 10 and making him captain, replacing the injured Hazard. Jason Melia, the previous leader, has dropped to 2nd place and is now 24 points behind. Oliver Darley and Charlie Smith have both dropped six places due to their big guns having a couple of 'off weeks,' or perhaps the managers not rotating their squads enough!

There's still oodles of time for changes in the league positions and the cup rounds start in week 18, so, if you think your league chances have gone - just go for the cup!



Let's spare a thought for Ryan McLaughlin (Luton), the manager of Razza Mac Da Geeza who is lying in 85th place with 274 points. **Well, not everyone can win!**

As at November 1st (After week 10's games)

1. Long Dong Silver	Andy Nuttall	Stockport	655pts
2. Apathy United	Jason Melia	Manchester	631pts
3. Parma Calcio	Gabriel Sirghie	On-Site Connections	606pts
4. Rolfs	Adam Warner	Earls Court	599pts
5. Emanon FC	Neil Cartwright	Kidderminster	596pts
6. Fenners Fantastic	Richard Fenton	Luton	588pts
7. Mariners	Simon Hewson	Grimsby	584pts
8. The Smallings	Oliver	Topaz	582pts
9. You Kante Be Serious	Charlie Smith	Staines	581pts
10. Egypts Money Team	Jamie Hancher	Birmingham	580pts

Fleetmaster Acquires Focus On Training



Fleetmaster Group has acquired West-Yorkshire based Focus On Training Ltd to bolster its expanding training business. The company has been supporting the Fleetmaster Group for the past two years, delivering a range of courses including ALLMI lorry loader certification, LGV licence cat C and C+E and forklift truck.

"It made total sense to purchase and merge the driver training division of Focus On Training with Fleetmaster Driving Academy. This has given us access to a team of highly experienced LGV instructors who are on the National Register of LGV instructors and supports our vision to be the first-choice quality logistics training provider to fleet operators," says John Boocock, Director of Fleetmaster.

The Focus On Training team have joined the Fleetmaster training team based at the Dewsbury Rams rugby ground in West Yorkshire which is home to the Fleetmaster Driving Academy training fleet of dedicated modern driver training vehicles.

Jeanette Lee joins Fleetmaster

Jeanette Lee has joined Fleetmaster as Quality Manager to be responsible for the funded training team. The role was previously undertaken by John Boocock, Director. Jeanette joined the operation on the 5th November and is based at Ossett.

"It's great to join the Fleetmaster team. I have over 20 years' experience in Quality and Inspection and look forward to sharing my knowledge and building a

showcase of excellence for external review so that we are seen in our true light. It's been great meeting some of the team and I look forward to making a difference. Outside of work, you will find me baking and although not a Bake-Off contender just yet, I have been known to turn out some tasty goodies once or twice," said Jeanette.

Great to have you aboard Jeanette!



Jeanette Lee

Fleetmaster 'Warehouse to Wheels' adopted by Barrett Group



Ian Shaw, C Roberts Steel Services

As the title suggests, The Warehouse to Wheels training initiative was developed to give employees a pathway to becoming a commercial driver within the same business. This helps to address the current driver shortage and removes some of the challenges around driver recruitment. The most recent company to adopt the scheme is C Roberts Steel Services, part of the Barrett Steel Group, who have just put their first employee, Ian Shaw, through the accreditation.

Ian has completed his category C training and practical driving test and is now eligible to drive Class 2 vehicles for C Roberts Steel Services and make deliveries to its customer base across the UK and is the company's first employee to achieve the accreditation through the 'Warehouse to Wheels' scheme. Ian will continue to work on the operational side of the business but will also make deliveries to customers when required.

"We are immensely proud of Ian and hope that he encourages others to become involved in our 'Warehouse to Wheels' scheme and acts as an ambassador for others across the Group," said Paul Burke, Site Operations Director, C Roberts Steel Services.

TBC soon to make Slough Happy!

The Best Connection is soon to open its branch in Slough! Whilst we couldn't book Ricky Gervais for the opening, we know the team are going to have a lot of fun putting TBC on the local map. The office, which is currently operational, is located in Slough High Street and is a natural extension to the Staines branch, being better positioned to service Slough, Maidenhead, Bracknell and Reading.

The team is headed by Tom Smith, Branch Manager, Fahad Raja, Senior Consultant, Charlie Smith, Consultant and Kashminder Puri, Resourcer and Administrator. The Slough team have already got off to a great start after securing an onsite contract at Waitrose in Bracknell, supplying 150+ temporary workers per day. This was thanks to assistance provided by Lee Crimes, Area Account Manager, who has built an excellent reputation with Waitrose, whilst supplying their Preston operation and the National Sales Team. Connor

Campbell, Account Manager, is based at Waitrose and is responsible for service delivery.

"The team have a lot of experience with TBC. Tom and Kashminder have over 10 years' service and Fahad over two years. With this level of knowledge, I'm sure Slough will be a big success," said Tom Meakin, Area Manager.



L to R: Kashminder Puri, Fahad Raja, Charlie Smith and Tom Smith



Tom and Fona Tie the Knot

One of the joys of having hundreds of people in the company is sharing some personal and memorable events. On this occasion, we are delighted to celebrate the marriage of Tom Meakin to his beautiful wife, Fona. Tom gave us some inside information that I'm sure he won't mind us sharing!

"We started dating the year I joined The Best Connection in 2001! I was based in Burton and would drive down to London after I had finished on a Friday. I did this almost every week for two years. I then decided to move to London at the start of 2004, transferring to the Staines branch," explains Tom.

Tom and Fona were married in Richmond Park on 28th July. What a summer to choose!

"Richmond Park is one of the most beautiful locations in London. We have spent many an hour strolling there over the years," added Tom.

The happy couple spent their honeymoon in Zakynthos, Greece, with their two daughters Matilda, age 5 and Molly, 1. **Congratulations to you both.**

Slavery isn't going away for Christmas

Modern day slavery in the UK is a reality – and unfortunately, it's not going away for Christmas. Last year we shared a blog on the subject which mapped its evolution in our country. Despite legislation (The Modern Slavery Act 2015 and Immigration Act 2016) gang masters, aka - employment criminals, find the risk worth taking. With a potential decade behind bars – if caught - the spoils of slavery are likely, in some circumstances, to be significant.

A survey undertaken by the Chartered Institute of Procurement & Supply has uncovered a worrying trend in the growth of slavery in the supply chain. Data suggests that 10% of UK supply chain managers have found evidence of modern slavery in their supply chains

since the introduction of the Modern Slavery Act. It has also been revealed by the National Crime Agency that there are far more incidences of modern slavery in the UK than previously thought, with over 300 police operations currently in progress.

In a country where we celebrate democracy and freedom, the idea of others exercising control over fellow humans to this extent is incredulous yet it still pervades, despite efforts by law enforcement. As an employment business, we will undoubtedly brush shoulders with these activities from time to time through contact with temporary workers who may be aware of illegal work practices. Indeed, it is our collective responsibility to look out for any signs that

may suggest slavery is being undertaken and report it.

So, what sort of behaviours should we be looking for? Some indicators may include: limited or no local language skills, behaving as though they are instructed, others speaking for them, never leaving their workplace or showing fear or anxiety. Be vigilant and if you are suspicious, discuss with your line manager. Let's wipe out slavery and servitude in the UK – for good!

stronger together
tackling hidden labour exploitation

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 Opportunity is available at our TBC Bristol branch



CPA

Permanent Senior/Recruitment Consultants



Bailey Care Services
Divisional Manager –
Poole



Bailey Employment Services
Commercial Consultant -
Goole & Melksham



Senior Industrial Consultant opportunities are available in the following TBC branches:

Basingstoke, Birmingham, Abingdon, Bedford, Bristol, Burton, Crewe, Croydon, Hanger Lane, Luton, Manchester, Northampton, Norwich, Sheffield, Staines, Stevenage, Telford & Worcester



The Best Connection has identified the following locations for future branches and has opportunities for current or aspiring Senior Consultants and Managers in:

Banbury • Doncaster
Edinburgh • Hereford
Huddersfield • Swansea
Tunbridge Wells



Senior HGV Consultant opportunities are available in the following TBC branches:

Basingstoke, Bristol, Cardiff, Enfield, Exeter, Gloucester, Hanger Lane, Leicester, Nottingham, Slough, Truro & Wakefield



Opportunity for a Recruitment Consultant to train as an Assessor - Halesowen

Want more details?

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

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