

SWS... **BEST NEWS**

Living our vision and strategy

Welcome to the first edition of SWS Best News 2019. Throughout last year we pushed ahead with the transformation programme to prepare our business for continued success. I am amazed at what has changed over the past 12 months and the progress we have made and what is waiting in the wings to happen!

It is often difficult to notice change whilst it is happening all around. It is sometimes tricky to see what all the activity is working towards and sometimes how it will all fit together. It is only when you sit back and evaluate what 'it' was and what 'it' is now, that you can appreciate the change.

The biggest change is the very fact that we have documented what we are working towards and stated a clear vision. In addition, we are constantly communicating with each other having developed the TBC intranet along with The Best Week communications and Best as One Forums. We can all go and read what that vision is and gain a clear understanding of where we are going, how we are going to get there, and WHY . . . take a look at page 7 of the BMS manual which can be found via the TBC intranet.

We have reinforced our 'beliefs and values' which underpin everything we do as a business. We have developed a vision and strategy and our 'aligned objectives' which enable us to follow the four themes we have identified as central to the future development of the business; winning good business, improving efficiency, delivering operational excellence and developing the best people.

A great deal of work has taken place to inform major decisions being made around the introduction of advanced IT systems. In particular, with respect to developing the best people, we have identified IT solutions to manage HR data, deliver learning solutions (LMS), recruitment & on-boarding and performance management. With reference to winning good business, improving efficiency and delivering operational excellence, we are in the final stages of sourcing an IT system which will be at the heart of our branch operation, supporting compliance and efficiencies whilst making TBC the agency of choice for both temporary worker and client alike.

Improving our systems and processes has had a transformative effect on communications across the organisation and

will continue to align our activities. Continuing to apply a more structured approach to information sharing will help us to achieve our 2023 goals.

Whilst all this is very exciting for TBC it may appear that the other members of the Group are missing out. Fear not, this is not the case. We have focussed all our efforts on the workings of TBC and getting that right and fit for purpose. It is our intention to take all the lessons we have learnt and are still learning and apply the solutions we have implemented at TBC to all Group companies to the extent they can deliver similar benefits.

Finally, I hope you enjoy reading your stories, events and news. As ever, we celebrate individual and team successes across the Group companies that demonstrate the core beliefs and values that make us who we are. Thank you for your contributions, your hard work and patience at this time of change.

Andrew Sweeney
Chief Executive



Andrew Sweeney



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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BCS Carers of the Month go above and beyond

Goodman Sipepa BCS Swindon

A huge well done to Goodman Sipepa who was crowned BCS Swindon's Carer of the Month for January 2019! Goodman received great feedback from BCS's clients in acknowledgement of his hard work and dedication. These include:

"Goodman is always a pleasure on shift, he works hard and is proactive within the service. The staff and children love him," said Jenny at Bobbins.



Goodman Sipepa (left) receiving Carer of the Month certificate from Tiffany Hazell

"Goodman has gone the extra mile today by helping our service user during a hospital appointment. He stayed with him past his shift time and made him very comfortable," said Remy at Sanders.

Goodman has told us that he has been offered permanent positions by several service providers but has turned them down because he loves working for Bailey Care Services. He likes having the flexibility and variety of work that being a temporary worker offers.

Julie Fanso BCS Swindon

In February, Swindon's Carer of the Month was awarded to Julie Fanso for her outstanding contribution to supporting service users. Her acknowledgements include:

"Sarah and I cannot thank Julie enough for her hard work and flexibility shown when supporting our residents and staff during the bad weather. Julie lone-worked and would have been

willing to stay had she been needed. She walked into Bath Road when there were no buses or taxis and the main hill to old town closed. I really wanted you to know how amazing she has been," commented Kay at Rethink.

"Julie managed a difficult situation when a service user presented particularly challenging behaviour. The way she handled the situation was outstanding. The outcome could have been very different had she not been able to react so quickly and effectively," added Kelly at Chantry Road.

Monique Kent BCS Melksham

Congratulations to Monique Kent who has been awarded Carer of the Month, February 2019, for BCS Melksham. Well done Monique.

Monique has been recognised for her above and beyond attitude following the positive feedback received from clients and the dedication to care she has shown during adverse weather conditions when she travelled on foot and on limited public transport to help.

"Monique is a great support worker - she always goes above and beyond duties when on shift," shared Gerald at Dimensions.

Monique always says how much she enjoys working in the care industry. Many clients would like her to work permanently for them, but Monique has turned them down as she enjoys being part of Bailey's team and likes the variety of work she undertakes.



Monique Kent (centre) with Carer of the Month Certificate

People Handling & Risk Assessment Training for Tiffany and Jason

A huge well done to Tiffany Hazel and Jason Shepherd who recently passed their People Handling & Risk Assessment Key Trainer's Certificate with Edge Services with Merit. Congratulations!

The four-day intensive training course covers manual handling theory, legislation, spinal function, controversial techniques, risk assessment and ergonomics. In addition, practical techniques are introduced that include moving of a person walking, in a chair, bed, toilet and using equipment such as handling belts, a variety of hoists and slings, slide sheets and a Wendylett-sheet system. Course assessment includes a full training presentation as

well as practical and written examinations.

"The course was challenging but enjoyable and helped me to understand the importance of the skills and knowledge required to deliver induction training in the office. I'm really looking forward to using my new-found skills in a real environment," said Jason.

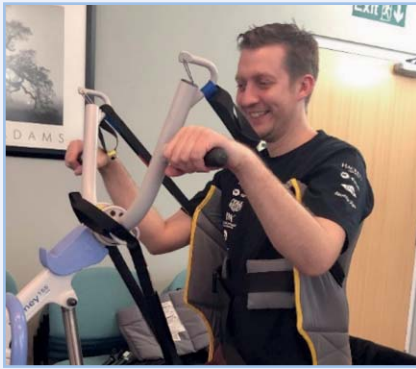
The qualification is a pre-requisite for Bailey Care Services' staff to deliver induction training to new temporary workers, assess worker skills level and deliver refresher training to existing workers.

"I found the course really enjoyable and interesting, particularly the introduction



Tiffany in an all-purpose hoist

to biomechanics and the spinal function which are topics that I look forward to delivering in manual handling training.



Jason being hoisted in a stand hoist

This topic took me back to when I was a team leader in a supported living home. I found myself utilising the techniques I

had previously learnt and applying new techniques. I want to show other carers how these new techniques can be used to make clients more comfortable and to lessen stress," said Tiffany.

Tiffany and Jason are both co-delivering inductions with colleagues and will soon be going solo. Tiffany's first delivery of a refresher course took place in the Melksham office. She had the additional pleasure (pressure!) of Bailey's new Divisional Manager, Joe Rolfe, on her course as part of his office induction.

"I wouldn't have known this was Tiff's first time instructing the manual handling training. She was professional and personable, delivering a thorough

training session that kept everyone engaged throughout (even though half the laughs were pointed at me being hoisted around!)," said Joe.



Joe's first hoisting experience

A Day in the Life of . . .

Sandra Bea Mbong

Administrator BCS Abingdon



Sandra Bea Mbong

How did you get into the care sector? Before joining the care sector, I worked in teaching, tourism and social work and was a Social Worker for eight years in France. I have a diploma and master's degree in social work which I studied after completing my bachelor's degree in foreign languages. I wanted to learn more about the social care sector in the UK and became a Carer before pursuing the opportunity to be a Branch Administrator at Bailey Care Services. I really enjoy both roles, as I get to see two sides of the care industry.

What is it about care work that gets you out of bed in the mornings? I find the challenges so interesting. Every day is different - anything can happen - for example, on one day we may need to find new shifts for new care homes and then the next spend the whole day finding new carers! Being able to play a part in supporting and looking after those in need of care and support is a real honour.

Do you have pre-work duties? I catch the bus to work every day. This gives me time to reflect, prepare for the day and listen to some of my favourite music! I'm currently listening to Sia's Elastic Heart.

How do mornings differ from afternoons? The mornings tend to revolve around routine administration, while each afternoon is never the same and tends to be more reactive to branch activities.

What would you do without your mobile phone? I would read a book! I would use my laptop for communicating, which I love doing. I would find a way!

What makes you laugh a lot at work? My colleagues and

sometimes the carers make me laugh. In the office my manager is always in a good mood and it's because of this he makes me laugh! I am very grateful to have Fiona with me who is always there to make me smile and where would we be without her lunches?

Has your day job evolved naturally since you joined BCS? Yes, I now have more involvement with the recruitment side of things. I can search CV's on different websites and know what to look for to preselect people to pass over to the team.

How do your friends and family think about the work you do? My family are very supportive. They know I always do my best and recognised from the time I lived in France that I have always wanted to work in an industry where I can support and care for others and working with BCS has given me that opportunity and they are very proud of me.

What is the most challenging part of your day to day job? Organising the timesheets and ensuring they are in on time! I spend a lot of time at the start of my week chasing people which drives me crazy.

What do you do outside of work? Outside of work, I spend time with my daughter. I am also a part-time model and actress and spend time on social networks managing my pages and answering messages. Sometimes, I go to castings. I am also working on a collaboration with a French artist for a fashion event. Whenever I have the opportunity, I love to speak foreign languages and I love to learn!

Do you have any obsessions? Chocolate!

The 10 years' service honours list keeps getting longer!



L to R: Andy Presley congratulating Mike Taylor-Marsh

As of the end of November 2018 we had a further 12 employees that have been with the company for ten years. Yes – that's the equivalent of 120 years of work and loyalty between them! What an amazing achievement and congratulations to you all for reaching this incredible milestone. A huge congratulations to:



L to R: Tom Meakin congratulating Mohammed Noorani

- | | |
|-------------------------------|----------------------------|
| MICHAEL TAYLOR-MARSH | NORTHAMPTON |
| NATALIE FLOYD | TOPAZ - HEAD OFFICE |
| VIRGINIA FRYER | PLYMOUTH |
| CARL DAVIS | MAIDSTONE |
| BETH DODD | SHEFFIELD |
| LEE NASH | ON-SITE |
| DAVID PALIN | BURTON |
| PETER CHRISTIE | REDDITCH |
| MOHAMMED NOORANI | CROYDON |
| ANDREW CLARK | MAIDSTONE |
| KASHMINDER KAUR TANEJA | STAINES |
| FAYE CALLAGHAN | OLDHAM |



L to R: Adrian Collin congratulating David Palin



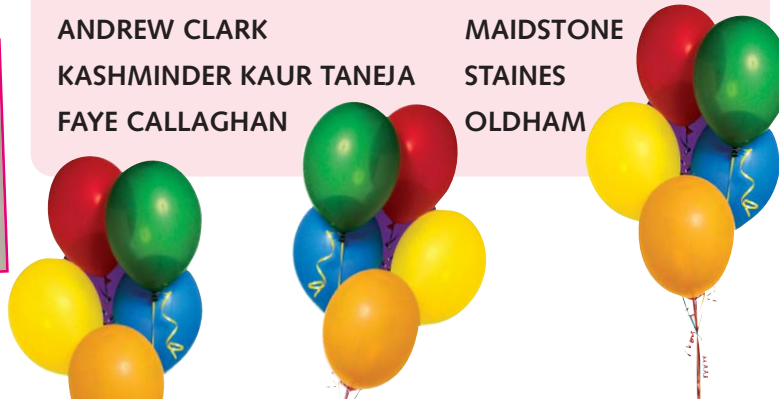
L to R: Rene Hawkes congratulating Andy Clark Area Manager (Kent)



L to R: Tom Cottingham congratulates Beth Dodd



L to R: Carl Davis Senior Manager of Ashford and Maidstone being congratulated by Rene Hawkes



Tracy Cook's raffle supports local hospital



Craig Knight (r) Senior Operations DHL, presenting the prize to the raffle winner

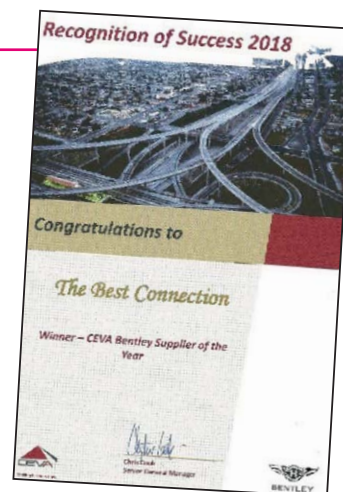
You know what they say - little acts can make a huge difference - and in this story that is certainly the case! TBC onsite team member, Tracy Cook, took it upon herself to fundraise to buy a fridge for the nurses at her local hospital. To achieve her goal, Tracy organised a raffle where she is based at DHL Supply Chain, Stirling Park, funded the prize herself and, under her own steam, raised £123.00 which will go towards the total cost of the purchase.

Thank you, Tracy, for this selfless and generous act – you are truly inspirational and I'm sure the nurses will be very appreciative of their new fridge!



Tracy Cook

The Best Connection Scoops CEVA Supplier of the Year Award



We are delighted to announce that The Best Connection has been awarded 'Supplier of the Year' by supply chain management company, CEVA, for outstanding work with Bentley Motors. Congratulations to all involved!

"We are very proud to be part of the success story at Bentley Motors and to be recognised for our individual contribution to this," said Paul Atkinson, Senior Manager, TBC.

The accolade was presented to the TBC team by Eddie Aston, CEVA MD UK, Ireland and Nordics at an awards ceremony

attended by suppliers and over 150 CEVA employees together with representatives from Bentley Motors.

Located in Crewe, Bentley Motors outsources its warehouse operations to specialist third party logistics providers. Over the past 11 years TBC Crewe has worked closely with these providers and continuously tailors its services to the client's specific requirements. In 2011, TBC implemented an Onsite service solution.

As the preferred supplier of temporary labour, TBC has a unique understanding of the requirements of the contract and has

been successful in meeting the client's expectations on a consistent basis, which is clearly demonstrated by the length of time that TBC has supplied to the contract.

In 2017, CEVA won the logistics contract at Bentley and commenced supply in December the same year. Over the past 12 months CEVA has achieved several milestones within the Bentley Motors contract and has looked for ways to add further value to Bentley's business, which has resulted in further business for them, outside of the warehouse function.



Fantasy Football



The latest top ten of the Fantasy League are separated by a cat's whisker as at the end of game week 28. This means that there are only 10 more weeks to play. If you haven't yet done so, remember to use your Wildcard, Free Hit, Bench Boost and Triple Captain options to help climb up the league. You will need to be careful regarding which weeks to play these as some teams will be playing two games a week towards the end of the season offering two opportunities to score points in the one game week.

Current standings are as follows (previous position is in brackets)

1 (1)	Long Dong Silver	1717	Andy Nuttall (Stockport)
2 (2)	Apathy United	1713	Jason Melia (Manchester)
3 (New)	No Kane No Gain	1691	Chris Glover (Warrington)
4 (9)	You Kante Be Serious	1637	Charlie Smith (Staines)
5 (New)	Pedros City	1617	Peter Christie (Redditch)
6 (New)	Never Say Neves	1616	Jordan Langley (Sheffield)
7 (New)	Heaf's Galacticos	1609	Marcus Lahiff (Earls Court)
8 (3)	Parma Calcio	1593	Gabriel Sirghie (Onsite Connections)
9 (New)	Dunk-Kane Donuts	1527	Darren Cole (Topaz)
10 (8)	All The Smallings	1536	Oliver Darley (Topaz)

Since the last issue there are five new entries into the top 10; your tactical management skills (or luck!) are shining through. However, Andy and Jason are still leading the way although the gap between them is only 4pts.

The chasing pack, led by Chris Glover who is only 22pts off 2nd place, are creeping up on them.

A special mention to Marcus Lahiff and Charlie Smith who are currently the only top ten managers from the south . . . have the other southern managers given up the title race just like Chelsea, Arsenal and Spurs?!

Fleetmaster

Ofsted visit shows progress



As a registered apprenticeship training provider, Fleetmaster is monitored periodically by Ofsted to ensure that standards are being met. The latest visit was carried out at the end of 2018 and feedback confirmed that the company has made real progress in all three core themes. These are:

- How much progress have leaders made in ensuring that the provider is meeting all the requirements of successful apprenticeship provision? Feedback: Reasonable progress
- What progress have leaders and managers made in ensuring that apprentices benefit from high-quality training that leads to positive outcomes for apprentices? Feedback: Reasonable progress
- How much progress have leaders and managers made in ensuring that effective safeguarding arrangements are in place? Feedback: Significant progress

Ofsted's report positions Fleetmaster in the top four for monitored visits in its league table for safeguarding and acknowledges the company's commitment to safeguarding practices and staff training in areas such as mental health. The report says:

"Leaders demonstrate a deeply held belief in the importance of safeguarding. They use their professional networks to seek out ways to improve safeguarding practices. For example, staff have recently trained to become mental health first aiders and attended a suicide alert conference. Other staff have developed expertise on mental health issues in the haulage industry, so they can provide expert advice to apprentices. Apprentices have an exceptionally well-developed understanding of safeguarding, especially of the risks of radicalisation and extremism. This is because their trainers

go to great lengths to develop resources and activities that make safeguarding relevant to apprentices."

Fleetmaster has also received recognition by the West Yorkshire Learning Providers and the Department of Education Regional Prevent team for its work on safeguarding and has become a point of reference for other providers to recognise positive examples of good effective practice in this area.

"We are immensely proud to be recognised as a training provider leading the way in highlighting the importance of good mental health and safeguarding practices. A huge thank you to everyone involved in the inspection; everyone went that extra mile to showcase our best practices and quality journey we deliver for apprenticeship learners and staff," said Jeanette Lee, Apprenticeship & Quality Manager, Fleetmaster.

<https://reports.ofsted.gov.uk/provider/33/1276413>

Jobs Fairs drum up interest for BCS

There's no better way of starting a working relationship than meeting the people you are going to work with or for. And when it comes to the care sector, this sentiment is arguably all the more important which is why staff at Bailey Care Services have been out and about across Milton Keynes, Swindon, Oxford, Cwbran and Cardiff attending jobs fairs to meet local people looking for work.

At these events, BCS staff have been able to meet people face to face, collect CV's and undertake mini-interviews to find suitable candidates who can register on the day.

"Attending local events has been a successful and cost-effective way of finding new candidates for BCS. There is a typical footfall of 350-700 attendees on the day who range from school leavers or graduates to those looking for a career change or simply looking to find work," explains Lisa Rothnie, Operations Manager, BCS.

The events typically attract around 20-30 companies from across a variety of sectors and industries. Many of the events

are organised and supported by local authorities and/or care partnerships which results in additional publicity for the events.



Tiffany Hazel,
BCS Melksham,
at the Swindon event



L to R: Bianca Symons & Jade
Blanche-Jones from BCS Newport
office at the Cwbran event

Smiles all-round for Annual Sales Competition winners

The winners of Darren Ainge's annual sales competition all have one thing in common – that winner's smile! We can report that there have been some fantastic contributions across the teams but alas, there can only be one winner, or in this case, three!

The winner of the newcomer's league goes to Jamie Massey in Telford. We are told that this has been a fantastic effort considering Jamie spent a large amount of time last year working on the plan on his own as well as having to absorb all the necessary training. Congratulations Jamie!

Tom Helowicz from Liverpool wins the consultant league with an amazing margin contribution which was enough to see him

top the overall league for the year. No surprise that on the back of his performance, Tom was duly promoted to Senior Consultant at the end of year. Well done Tom, we're confident you will hold your own against the next level of competition in 2019.

Unlike his beloved team who never quite topped the league, Chris Glover snatched victory to win his second annual competition in the past three years with an equally impressive margin achievement. We are told your shopping vouchers and champagne will be with you soon. Enjoy, you've truly earned them! Great job Chris!



L to R: Jamie Massey (Telford) receiving his prize from Wayne Tighe (Newcomers league)



L to R: Tom Helowicz (Liverpool) receiving prize from Rob Imber (Consultant league)



L to R: Rob Imber presenting prize to Chris Glover (Warrington) (Senior Consultant Divisional Manager league)

Sam Jackson boxes for cancer charity

TBC's Sam Jackson, whose daytime job is a Driving Consultant in Derby, has a secret to share. As the picture shows, Sam is up for a fight, but in a good way of course and has started training for a 3-round boxing contest to support a cancer charity.

The event is being run by Ultra White Collar Boxing (UWCB) which gives lay people with no previous experience in the sport the opportunity to box in a safe and enjoyable environment whilst raising funds for charity in the process.

UWCB is Cancer Research UK's biggest fundraising supporter in the UK, with 144,622 fundraisers, 678,015 donations and has raised £14.9 million to date since it began in 2009.

Sam first heard about UWCB from a friend who had participated and raised money for charity and thought it was a great idea, so he immediately signed up for the training programme which is run by ex-professional boxer, Clifton Mitchell, who knows a thing or two about boxing having amassed 18 wins (16 by knock out) during his career. Sam's training started on 11th February at Derby's One Nation Boxing Academy.

After Sam has cut his teeth (and hopefully still retains them!) he will face his opponent on 6th April at The Roundhouse in Derby. Tickets are available on the UWCB website. Sam has raised £170 via his Just Giving page www.justgiving.com/fundraising/samjackson95

We wish Sam all the best with his training and good luck on the night!



Sam Jackson in the 'boxer's pose'

Objection Handling Workshop at TBC Inc. drives customer meetings

We all know that selling can be a tough job. Tackling objections and managing rejection goes with the territory. Having the skills to tackle those tough 'why TBC' questions should be part of every consultant's kit bag. To help the consultants at TBC inc. to be fully prepared for such instances, a dedicated training workshop was run for consultants.

"When we speak to prospects they might say "you're just another agency" or "you guys are all the same." We know this isn't true and being viewed as a commodity is an inaccurate portrayal of our model. At TBC there are many things that set us apart from our competitors and many reasons for our clients to select TBC as their vendor of choice," explains Elliot Mendoza, Branch Manager.

The course built on the Introduction to Sales material taught in the UK along with sales techniques and tips that have proved to be successful in the local market. The sessions were facilitated by Mark Bowley and Elliot Mendoza over two days.

Through a variety of techniques including role play, exercises and listening, the consultants developed their skills in a fun environment.

Well, the training must have had some real impact as Elliot has reported an increase in the number of meetings secured!

Feedback on the Training

It's essential to receive feedback from training delegates and these are some of the comments from the Canada team.

"Late last month, along with the rest of the consultants in the Canadian branches, I attended our first sales training delivered

by Mark Bowley and Elliot Mendoza. We learned many things such as objection handling, getting past gatekeepers, the concepts behind an effective opening sales call and more! The element of the training that resonated with me the most was understanding the need for relentless persistence to make it happen.

"A sale doesn't start until you hear 'no'. Getting past the stage of rejection and learning to bounce back and continuously attempt to build rapport was something I struggled with, but with the training I learned how to break through that barrier. Being truly 100% confident in what The Best Connection can deliver and the correct ways to be persistent from the training allowed me to book my first meeting.

"The response to my first call was a simple "Call me back next week" - which is exactly what I did. I followed up the following week at which point they asked for a resume and how we screen our candidates. As per the training, I instantly picked up that this was a buying signal.

The interest was there and with one more phone call later that week to make sure he received and read the resume, I was able to secure the meeting," explained Ryan Mullings, Recruitment Consultant, TBC Brampton.

"I had the pleasure of attending The Best Connection's Sales Training Workshop with Mark Bowley and Elliot Mendoza in January. It was an amazing experience which blended fun with learning and it was a great way to learn new and improve existing skills. I found it comforting to know that I was not alone in some of my concerns I had with sales related barriers.

"Following the training, I gained more confidence in email preparation and phone conversations and have since secured three sales meetings in a short period. I came away with a better understanding of what makes a great salesperson and I'm grateful for the opportunity to learn from Mark and Elliot," said Christopher Emond - Recruitment Consultant, Hamilton Office.



Ryan Mullings



Christopher Emond

A Day in the Life of . . .

Thiviya Ramalingam

Recruitment Consultant, Vaughan Office

My morning begins with the anticipation of how many of our employees started their first day at work. Each employee is more than a payroll number; they are an individual who has been matched with an employer who we thought would be a great place where they could showcase their talents.

After arriving at the office, I spend a few minutes going through my check-ins and speaking to the people who started the afternoon and night shifts the previous evening about their first day. After updating the running sheet, I give my plan with any changes and the check-ins to my administrator for updating.

The rest of my morning is filled with a combination of contacting my clients about production requirements as well as conducting my scheduled interviews. After lunch, I try to either complete reference calls or go out for a desk padding session to acquire new business and if I'm in the area of any existing clients, I like to drop in and say a quick hello to them as well.

Once I'm back in the office, I help with any check-ins and make sure our employees know everything they need to get started on the first day of their job.



Thiviya Ramalingam

TBC Croydon celebrates 10 wonderful years!

TBC Croydon is celebrating 10 years in the London Borough! Congratulations on this significant milestone – doesn't time fly when you're enjoying yourself?! The Croydon team, which includes several fresh-faced new starters with the business, has recently moved into new premises to begin another decade of recruitment activities in the region.

Along the same theme, we can also share that Croydon team member, Mohammed Noorani, received his 10-year service

award last year. Congratulations and thank you for your loyalty Mohammed.

In other news from the region, we welcome Skye Smith to the branch as a trainee consultant who will be starting on the industrial desk. Good luck Skye! And finally, we have pleasure in congratulating Emma Holmes who has been promoted from Divisional Manager to Branch Manager. Very well-done Emma. The ship is now yours!



L to R: Peter Hemmings, Tom Meakin (Area Manager), Kim Gauntlett, Shirley Martin, Skye Smith, Mohammed Noorani, Natasha Schofield, Cherie Faherty, Chelsea McGrieg, Emma Holmes (Branch Manager) & Neil Yorke.

Move Over Willy Wonka, There's a New Team in Town!

It all started with canvass calls into a known large user of temporary staff that had previously told TBC that they were happy with their provider and were never going to use anyone else, ever!

Well things did change and so did their provider . . .

After a long and drawn out tender process involving two presentations, one site visit, one branch visit and a final Q & A session at the main Head Office of Ferrero in Greenford, West London, team TBC won the contract to supply 'Seasonal Team Members' to Thorntons, based in Alfreton, Derbyshire.

Team TBC consisted of a number of people who contributed their knowledge and expertise to the thorough presentation and vetting process set out by the client. The team comprised Lee Harris, Director, James Morgan, Senior National Sales Manager, Debbie Shore, Senior Account Manager, Carly Meads, Project Manager, Lee Bennett, Senior Manager and Alan Clarke, Branch Manager.

As the new supplier, the first people onsite were Carly Meads and Debbie Shore who both headed up the initial implementation of the site. They jointly started the process of beginning to understand the client's operations and processes. The speed of this engagement was integral to the success of the site moving from implementation stage, which also included the recruitment of George Essex as the Account Manager, towards the imminent peak period.

"It was definitely a challenge to say the least. We inherited a site but had no knowledge handed to us from the incumbent provider. The only information we had was kindly given to us by the client and it was gratefully received but as you know, there's always more to find when you start to look under the covers," said Debbie Shore.

From a recruitment perspective, the process of attracting candidates to the site commenced immediately with the

winning branch, Sutton in Ashfield, managed by Alan Clarke and supported by the local network of surrounding TBC branches. Sutton in Ashfield, Derby, Nottingham, Chesterfield, Mansfield and eventually Sheffield are all linking together to work as a collective partner to Thorntons.

"The branches all worked really well together to deliver high numbers at a critical time of the year. Without this collaborative effort we would never have achieved what we did. There were some trying times along the way but good communication and a good team spirit across the whole network helped immensely," added Lee Bennett.

The approach taken by the onsite team was impressive too. This helped to settle the seasonal workers into their roles and to familiarise themselves with TBC's expectations and processes. The success of the relationship is also a result of many people who came along to help, some for weeks, some for months, some still there now! They include Harry Keates, Anna Bach, Arek Mozdzen, Dawid Szymkowiak, Marcus Kissane, Mariusz Rybicki, Gemma Ashmore, John Fletcher and Jonathon Szymankiewicz.

The team met every single person and every single person had their hand shaken to create an immediate impression that we were not only there for the client but for them as well. At peak, the site had over 750 temporary workers and in total, there were in excess of 2,000 people recruited to meet the needs of the business. Keep up the good work Team TBC!



New Baby for Laura & Adam

It is always exciting to welcome a new arrival into the world and on this occasion, we are delighted to congratulate Laura Nightingale and her partner, Adam Potter, on the birth of their baby son, Jake John. Weighing in at a healthy 8lb 2oz, life in the outside started at 7.11am on 21st August last year.

Laura joined TBC in 2014 as an Industrial Consultant in Birmingham, before moving to the CMS (Central Managed Solutions) team at Topaz in September 2016. Adam, who also works for TBC, is a Senior Consultant at Birmingham B2. After all the hard work, Laura is taking her maternity leave and hopes to return in May.

Adam and Laura with Jake John

John 'Superman' Rastrick rescues driver from burning car

Putting your own life at risk to save another's is the material of comic book heroes and heroines. The following story, however, is real. Thanks to quick thinking and a total disregard for his own safety, John Rastrick, a TBC driver, rescued a female driver from a burning car to save her life. This is how the drama unfolded.

John was returning to DFDS in Chesterfield travelling northbound on the M1. As he approached Junction 20 at around 5:45pm he could see the traffic ahead was stationary. In the blink of an eye a silver Audi hit a stationary car in the outside lane 100m ahead of John.

The stationary car was being driven by 'Pari' a young lady who was on her way home from work. The petrol tank had been damaged by the impact and the car had instantly burst into flames. In response, John pulled his vehicle up in the inside lane, switched-on his hazard lights, jumped out and ran to the burning car. As he opened the driver side door, he could see the inside of the car was engulfed in flames. John found Pari in an unresponsive state and had to wrestle with the seatbelt in order to release her. After freeing Pari from the vehicle he moved her to a safe place where he was joined by another member of the public who assisted in giving her first aid. John then returned to the burning vehicle to check there were no passengers.

As the intensity of the fire increased John moved Pari further away. Moments later, the car exploded. To keep Pari comfortable and warm, John returned to his cab, to fetch his mattress and sleeping bag.

The Police who attended the scene highlighted that John's quick actions saved Pari's life. John provided Police with his dashcam footage and was allowed to continue his journey to DFDS. The following day John briefed DFDS and the TBC team. After the event, some members of the public who had been driving behind John had noticed his heroics and sent messages of praise to DFDS.

Pari was admitted to hospital with internal bleeding and a bleed on the brain. Thankfully, a successful operation and careful care has put Pari on the road to recovery. She is on a path of rehabilitation to regain her speech and movement and doctors are optimistic that in time she will make a full recovery.

Pari was able to obtain John's contact details and was quick to thank him. They have since had conversations and both are looking forward to meeting in the near future.

John has only been with The Best Connection since December 2018. Prior to this, he was in full-time employment for 15 years until he was made redundant. After leaving school at 15 John started employment as a yard man for a local haulier where he got the driving bug which is shared by his son who is also a HGV Driver.

John, you risked your life for a stranger. Thank you for this selfless act. You are a true hero and we hope Pari makes a full recovery.

I can't thank you enough for how brave you were. You will forever be in my prayers, that god keeps you and your family safe. Your my real life hero x



L to R: James Walker, Paula Cherry & Chris Burtle

Slam dunk Newcastle HGV1!

After a gruelling contest run over a 12-month period from November 2017, NEHGV1 has been awarded Area Top Performing Plan in Phil Simmonds' sales competition. Well done to all of you and congratulations on your success.

A Day in the Life of . . .

Kevin Driver

**Senior HGV Consultant,
Bailey Employment Services, Goole**



Kevin Driver

Describe a typical day at work for you

I like to make an early start each day and spend 10 minutes noting the important calls or duties I need to take care of that day. Most of the serious stuff will have been in my head all night and I will have worked out a strategy for dealing with this. Once I have developed a basic structure, I try to get some ring-round calls done targeting the multi-user clients we have and those likely to have 'no shows', either of their own drivers or other agencies. I also do my check starter calls to make sure my drivers are all in.

When it comes to sales activity, I find that I perform best when I have some background knowledge of the client I am about to phone. They may have an 'O' licence application in, or I may have seen one of their trucks driving on the road or making a delivery somewhere. I can honestly say that I don't think my canvassing radar is ever switched off and I will make a diversion on a journey to follow a lorry to gain an idea of where they are going or what they are up to. I have a personal objective this year to open every possible door in Goole that I can.

In the office I enjoy rubbing shoulders with my colleagues who are also enthusiastic about what they are doing. It really helps to work in an upbeat and motivated team who also bring a diverse range of personalities to the work place.

What is it you enjoy the most about working as a HGV Consultant?

I have always enjoyed working in a job that provides diversity; something far removed from routine and repetitive duties and the HGV desk certainly provides this on a day to day basis. No two days are ever the same. Having a broad

base of clients helps to provide this diversity and I find that when you really take an interest in a client's business and learn exactly what they do, you realise that you are not just booking out another driver but are matching the skills needed for that particular work and that this impacts outcomes. Likewise, when you take a genuine interest in your drivers you realise that they too display a diverse range of likes and dislikes, levels of professionalism, skills and experience that need to marry with the client's needs.

I believe the days of agencies being considered as 'necessary evils' or 'equipment wreckers' have gone and clients are beginning to realise that working closely with their agency pays dividends. Working as an integral part of the client's operation helps me to gain insight into the impact my work makes for my client. This gives me a real sense of job satisfaction. I also experience a great sense of achievement when I reflect on how many drivers obtain work through my desk and the effect this has on their families and lifestyle.

What do you like to do outside of work?

In my leisure time I enjoy gardening and have several DIY jobs in the pipeline. I enjoy flying RC model aircraft and use a farmer's field just a mile from my front door for this. I have three grand-children and one is cooking as we speak so I guess there will be no time for growing old!

Any exciting plans for 2019?

I plan to drive the division forward (excuse the pun) and it's my hope to bring a second Consultant onto the plan to help achieve this. I turn the big 6-0 in March but believe me when I say, there's life in this old dog yet! Watch this space!!



Gabrielle Chesworth, BES Goole

Gabrielle joins BES

Gabrielle Chesworth has joined Bailey Employment Services in Goole as a Branch Administrator. A warm welcome aboard from all the team. Gabs, as she prefers to be called, arrived in Yorkshire in December last year after tearing herself away from her deeply entrenched roots in the Welsh town of Tywyn, Cardigan Bay, to be with her partner, Mark, who is a born and bred Yorkshire farmer.

Since leaving education, Gabs has worked as a retained firefighter in Tywyn where

she attended several road traffic incidents and has spent six months in New Zealand on a working vacation where she worked in a brewery and on a dairy farm. Gabs loves meeting people and is well suited to her busy administrative role with BES.

In her free time, Gabs loves to help with her partner's beef farming activities and is eagerly awaiting the arrival of a puppy, a Hungarian Vizsla, who is being weaned ready for collection. How exciting!

Good luck Gabs, welcome to the fold.

Vicky & Dace join BES Industrial

We are delighted to introduce you to BES Goole's Industrial team: Senior Consultant, Vicky White, and Consultant, Dace Baranovksa, who have been with the business for just over five months. What a team - in this short time, they have doubled the weekly margin and increased the local client base. A big thank you for your hard work and dedication.

Vicky joins BES from a recruitment background covering six years and brings all her hard-earned experience and knowledge with her. She stepped straight into the role and has quickly built strong relationships with both clients and temporary workers. Vicky's confidence, drive and no-nonsense approach to sales, along with her grasp of the industry helped her make a great start.

Bailey Employment Services' relationship with Dace extends several years when she first moved to the UK and became a temporary worker. She has come a long way since then and although she is new to the recruitment industry, she is now working in an environment where she can utilise her knowledge gained through university studies and her master's degree in

human resource management. Her passion for recruitment and new-found enthusiasm for sales is infectious.

Vicky and Dace have already proven they make a formidable team and we cannot wait to see the heights of their combined success.



Dace Baranovska (left) and Vicky White (Right)

Danny Keyes' Regional Competition winners



John Crane (centre) congratulating Aaron Loftus-Baker (left) and Louis Cunningham

Congratulations to Aaron Loftus-Baker who is the winner of Danny Keyes' Q4 regional sales competition. Aaron apparently 'blew everyone out of the water' by landing DHL M&S in Swindon. The contract started with 15 bookings and grew to over 150, generating welcome and healthy margin in the quarter. Great result Aaron!

Aaron chased the client relentlessly for months to obtain a first booking. Swindon then out-performed other providers by recruiting higher quality temporary workers and greater volume than others.

Louis Cunningham clinched the 2018 overall canvass competition by demonstrating a consistent sales approach throughout 2018, generating 22 new clients and great new margin. This activity was combined with developing the Swindon HGV plan clients (alongside his plan partner) which was taken from the bottom 10 plans in the country to its highest ranking of 13. Well done Louis.

FTX event broadens TBC relationship

If you have ever seen a large transporter lorry with an army tank or other large military vehicle onboard, the likelihood is that it's being driven by either a soldier or by someone known as a sponsored reservist (SR). When SR's are not required to drive and operate the British Army's Heavy Equipment Transportation (HET), they take on a civilian role based from home, driving for commercial companies via The Best Connection. Revenue generated by the company from selling spare driver capacity benefits the MoD as part of a Private Finance Initiative.

One such company providing SR's is FTX Logistics which has a long-standing relationship with The Best Connection stretching 15 years. Following a review meeting in October, the utilisation of FTX drivers across TBC's network of offices was a key topic. Ian Bryant, Managing Director of FTX suggested staging an event where key stakeholders from TBC could engage with FTX. The purpose of the event was to raise awareness of this arrangement across TBC and to ultimately increase the utilisation of FTX drivers within TBC's client base, ensuring optimisation of this valuable resource.

On Friday 9th November, at The Holiday Inn, Scotch Corner, North Yorkshire, FTX ran a presentation and briefing followed by a question and answer session. After this, a visit to FTX' Northern Depot at Marne Barracks in Catterick gave attendees

the chance to view the vehicles, workshops and to drive the UK's Heavy Equipment Transporter and meet some FTX Drivers. TBC representatives were Phil Simmonds, Sheila Eland, Marc Dawson, Ian Woodcock, Scott Ekert, Kevin Atkins, Billy Bell, Asha Ingleton, Matt Burford and Jeff Gray, all of whom enjoyed the day.

"The guys from FTX put on a great day for us which included a brief presentation, questions and answers and the opportunity to drive one of their Heavy Equipment Transporter trucks, otherwise known as the Oshkosh 1070F, which was an amazing experience," said Matt Burford, Senior Manager, TBC.

"FTX offers The Best Connection a unique resource for the provision of C+E drivers who are highly skilled and trained in a number of key driver disciplines which benefits TBC. FTX kindly arranged this event with the purpose of engaging with key TBC staff to help raise the awareness of this valuable resource. FTX drivers are available to TBC and in some circumstances can be utilised for sustained periods. We are all aware of the current driver shortage and with FTX drivers located throughout the country, we encourage utilisation of this valuable resource to assist with satisfying TBC's client demand," Matt continued.

For further information about FTX, please contact Matt Burford at Topaz.



L to R: Kevin Atkinson, Billy Bell, Asha Ingleton, Scott Ekert, Ian Woodcock, Marc Dawson, Phil Simmonds, Sheila Eland, Matt Burford & Jeff Gray

Simon Wright is a Top Performer

TBC Worcester Consultant, Simon Wright, has some celebrating to do, after he picked up the 'Top Sales Performer,' award for the final quarter of Darren Pollard's 2018 contest. Well done Simon!

"This tops a great year for Simon who finished 6th overall for the year. His achievements also included converting the most clients with an impressive 22 names added to the list. Apart from converting clients looking for standard industrial and warehousing operatives, Simon has proved to have a talent for identifying clients with more specialist requirements within the skilled and technical areas," said Darren Pollard, Director.

Simon is looking forward to 2019 and the business opportunities it will bring and feels confident he can emulate his success in 2018 despite the uncertainty over Brexit.

"This is just the beginning regarding new opportunities," said Simon.

The Best Connection Worcester branch has been in operation since 2000 and has built excellent relationships with the local temporary workforce and its clients, many of whom have been supplied for over 10 years.



L to R: Simon Wright receiving his prize from Colom May

Josh Graham gains promotion



L to R: Paul Atkinson (Senior Manager) and Josh Graham

It is with great pleasure we can share a new promotion in 2019 with TBC Crewe's Josh Graham moving to Divisional Manager in February. Congratulations Josh.

Josh began his career with TBC four years ago as a trainee industrial consultant, having made the move from the food retail sector.

After a six-month stint on Industrial 1, a well-established plan in Crewe, Josh moved to a newly created industrial plan trading with just two clients and grew the business significantly over an 18-month period. He was promoted to Senior Industrial consultant six months later, taking on additional responsibilities under the guidance of Paul Atkinson. Following a record-breaking year in 2018 for the Crewe branch, Josh has received a further promotion and will be supporting an expanded team in Crewe.

"After just three months into the role at one of my reviews with Paul I stated that I was looking forward to developing a career with The Best Connection and would work hard to achieve career progression. Having established that recruitment was the career for me, my goal was to secure a management role and I fully understood the amount of work that I would need to put in to get there. I'm really happy to have my contribution recognised and am very much looking forward to the next chapter in the journey," said Josh.

Through the Keyhole at **TBC Birmingham!**



We have reached a significant milestone in the history of The Best Connection. At long last we have brought together our Birmingham colleagues under one large and contemporary roof! Befitting of TBC's inaugural branch, the brand new building is both fresh and welcoming to everyone and as Keith Lemon would say, is 'bang tidy'!

"It was difficult to find an office that ticked all of the boxes for B1, B2 & B3, however, I do believe we have found it in Waterloo Road. It's amazing how just changing your

surroundings can have a major impact on your attitude to work. It has rejuvenated the workforce! Personally, at first, I found the prospect of moving quite daunting after having been based in Tyseley for 28 years, but I have soon adjusted and now really appreciate my new surroundings. All the comments I have received have been massively positive. Colleagues want to come to work - they are keen and enthusiastic - more driven and ready to succeed and make money!" commented Samantha Hollis, Administration Manager.



CTS - going back to basics to deliver top results with reliability

CTS always works hard to become integrated as closely as possible into a client's supply chain. Weekly service reviews and ongoing project meetings ensure the company understands exactly what their clients are expecting. CTS then shares this data with the business to coordinate operational, administration and IT functions to deliver services seamlessly to the client.

There are three messages that CTS hears loud and clear from its client base - cost control, productivity and reliability. So, in 2019, CTS is 'going back to basics' and focusing on its core activities to deliver on these themes.

Temporary Commercial Vehicle Hire – by utilising a reliable, extensive network of national and regional vehicle suppliers, CTS offers the widest choice of commercial vehicles at pre-agreed and guaranteed rates and can service the client at a moment's notice anywhere in the UK

Temporary Drivers – CTS' unique 'Passport to Drive Scheme' ensures the business has temporary drivers available who are trained and assessed to the same standard as the client's drivers. This includes sickness, holidays and peak period trading without the quality of service being compromised.

Temporary Workforce – CTS offers a neutral-vened sourcing platform to enable clients to work directly with many national and regional suppliers. Terms of trade and the billing matrix are agreed in advance with clients and suppliers. Bookings are raised online by the client or supplier, worker hours are monitored, timesheets are visible online, hours worked are processed and authorised electronically and the service culminates in one clear weekly invoice to the client with a self-billing invoice process for the supplier.

All services are underpinned by CTS' electronic booking platform – ctsDRIVE – to deliver cost control, compliance, visibility and key performance indicators.



the route to reliability

TBC Rugby opens its doors

It is always exciting to share news on branch additions, moves and changes and on this occasion, we celebrate the opening of the doors at TBC Rugby.

The office, which is located at Central Park, Rugby, (100 metres from junction 1 of the M6 motorway) opened on 19th February this year. Legend has it that Rugby Union was started in around 1845 at Rugby School, Rugby and continues as a popular sport in the UK today. Rugby is also the home for many large industrial and engineering businesses.

As with so many of TBC's branches, Rugby started life remotely in March 2018 as a 3rd Industrial plan created and operated from the Nuneaton branch 15 miles from Rugby.

The plan, which only deals with Rugby-based clients, peaked in November 2018 with around 150 temporary workers out per week in a variety of roles including Warehouse Operatives & FLT Drivers. An HGV plan is due to start mid-2019.

With a proven client base and demand, Rugby branch justifies its own presence and will continue to develop within the locality. Good luck team Rugby - try hard and convert many!



L to R: Neil Russell, Branch Manager, Nuneaton & Rugby, Adam Dickerson, Senior Consultant, Liam Cooke, Consultant & Area Manager, Steve Leather

Backline Logistics goes from strength to strength



Backline Logistics is based at Leighton Buzzard and runs a modern vehicle fleet of 7.5T, 18T, 26T and 44T HGV's. Tractor units serve its customers across the length and breadth of the UK. The trailer fleet comprises box and curtain-side units with tail-lifts to suit the customers' needs. Recently, the company added a fleet of refrigerated units to support further diversification and to complete the fleet, four lorry-mounted mobile forklifts ensure off-loading goods can be undertaken for clients at any location.

Over the past 18-months, Backline Logistics has worked hard to expand its customer base, enabling the business to grow and become a well-known and respected haulier used by several large organisations such as TNT, Booker Wholesale, DHL, Wincanton, Sainsburys and XPO Logistics.

The fleet of vehicles is cleaned on a weekly basis by an external company to ensure that all vehicles are in a 'tip top' condition when arriving at customer sites. Backline's drivers keep their internal vehicle space clean and tidy which is important considering they spend most of their working day (and sometimes nights) in the vehicles. All drivers wear a Backline uniform to ensure the business is presented in the best way possible to customers.

Backline has recently introduced random drug and alcohol testing across the team of driving and operational personnel, obtaining a 100% pass rate.

Backline's offices are undergoing a complete revamp which includes redecoration throughout, new windows, doors, carpets, computers, servers, phone systems and a state-of-the-

art CCTV system. This will create a better working environment for the Operations team at Leighton Buzzard and help the business to run more efficiently.

An ever-expanding customer base has boosted revenue over the past 12-months, driving a projected turnover of £3M in 2019. The team consists of Louise Gaunt (Operations & Transport Manager), Chris Jacques (Assistant Transport Manager), Cathy Searle (Administration Manager) and Liam Murnaghan (New Business Manager).

The day to day operation involves much more than sending a vehicle and driver to a customer's site. The team must also monitor driver tachograph analysis, ongoing recruitment, daily compliance checks, vehicle maintenance records, six-weekly vehicle inspections, proof of delivery notes, vehicle MOT and tax status, fuel price monitoring and the management of over 20 drivers on a day to day basis - which can all be quite a challenge!

Health and safety and compliance both on-site and out on the road is paramount for the business and Backline has recently been subjected to an in-depth independent audit which was passed with flying colours. The business has invested heavily in driver assessment and CPC training to ensure drivers are compliant and represent the company in the safest and most productive way possible.

Backline is currently looking to increase its Operator Licence capacity to add vehicles to the fleet and expand its operation. This will create new operational and driving opportunities.

Backline invests in Training and Personal Development

Over the past 18-months, Backline has invested significantly in the training and development of its staff. This has been facilitated through a partnership with training provider, Enabling Change, to deliver management and operational support to staff in every branch.

Regional Managers completed a comprehensive management training course last year that included the delivery of internal training. Skill sets being targeted include managing people, planning and organising time, improving driver recruitment, new business development and increasing profitability. Backline's managers work closely with their teams to deliver these training modules to their consultants, supported by additional Enabling Change courses through the year.

In January 2019, Backline launched its first Graduate Management and Rising Stars Programme. The 12-month course includes a combination of internal branch-based 'hands on' operational training and external classroom-based sessions. This will help Backline to shape and retain its people and aid external recruitment to support future growth.

Social Media is becoming increasingly important in the way staff communicate with clients and drivers. To support this, Sam Hay, Backline's Training & Digital Manager, completed a Diploma in Digital Marketing in February with the Digital Marketing Institute. His exam is scheduled for mid-March, so we wish him the best of luck!

One of Backline's key differentiators in

the marketplace is to never drop a platinum client booking. In support of this commitment, Dean Marshall, Exeter Senior Consultant, Greg Hyams, Avonmouth Branch Manager and Steve Marsh, Winchester Branch Manager will be getting behind the wheel in order to gain their HGV C (Class 2) driving licences. This will allow them to provide cover in emergency situations.

Backline's commitment to licence upgrade training, CPC training and additional mechanical skills training for driving field staff continues at a pace through 2019 to improve driver retention and quality of its service.

We will bring you further updates in future issues of SWS Best News.

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 Warrington and Truro branches



CPA
Permanent Senior/Recruitment Consultants



City Transport Solutions
Customer Service Executives – Hemel Hempstead



Bailey Employment Services
Driving Consultant – Melksham



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

Basingstoke, Birmingham, Abingdon, Banbury, Bristol, Cambridge, Carlisle, Dudley, Guildford, Luton, Newport, Northampton, Norwich, Plymouth, Poole, Romford, Stockport, Swindon, Telford, Truro and Wolverhampton



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

Banbury • Hereford
Huddersfield • Reading
Swansea • Tunbridge Wells



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

Abingdon, Basingstoke, Bolton, Bristol, Cambridge, Carlisle, Doncaster, Enfield, Gloucester, Kidderminster, Norwich, Nottingham, Slough and Truro

Do you have the skills to get our new Aviation desk off the ground? New Opportunity in **TBC Crawley!**

Want more details?

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

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