

SWS... BEST NEWS

A Tide of Change

Welcome to the June 2019 edition of SWS Best News. As we reach the mid-point of the year, we reflect on many achievements made throughout the SWS Group. As ever, you have been sharing your stories that demonstrate the great energy and enthusiasm for success across all Group companies both here in the UK and in North America.

Communication is critical at all times, but right now in TBC it is more important than ever. As the Transformation Programme continues, changes will be happening and I want to ensure that you all receive the most helpful and up to date information as soon as you need it.

SWS Best News is only one form of our communication across the Group. We recently started **The Best Week!** sent from TBC Comms Team to all TBC business e-mail addresses. This currently targets all TBC employees and these announcements can also be seen on the TBC company intranet. For those in the wider Group companies, keep an eye on your inbox for messages from SWS Comms Team, something exciting will be coming your way soon.

Over the coming weeks and months there may well be additional time sensitive information that I need to send to you. I will be doing this directly from my e-mail address . . . so please keep an eye out for that too!

All current and future communications are available on the company intranet site, which is accessible via a desktop, Chromebook device and your own smart phone/tablet. You can also use your smartphone 'on the go', should you wish, but you will be prompted to log-in with your TBC username and password.

TBC's intranet is the gateway to all things TBC, such as Best as One, Learning Content, details of the progress of the Transformation Programme and coming soon, during July, the online HR system enabling you to manage your holidays . . . check out the app on your phone!

We are a growing business that celebrates diversity across our workforce, many of whom are EU nationals that have become the backbone of our operations. During these unsettling political times, we want to reinforce the importance of everyone's contribution to our collective success. Alex Dirman, TBC's Brexit champion, together with Group Director, Mike Cooper, recently visited the EU Exit Communications team at the Home Office

to discuss what support could be provided to The Best Connection in the near future. You can read the story about their visit and Alex will be producing a further Brexit update at the beginning of July.

In other news, we celebrate and welcome many new faces across the Group, eager to make their mark in their respective roles, along with anniversaries, competition winners, branch openings, fundraising activities and many more interesting stories. Thank you for all your contributions.



Andrew Sweeney

Our vital transformation has been ongoing for some time and there is still much to be done. I am seeing the results of your collaborative efforts being put into practice and the benefits that they will bring to our organisation. Our modernisation and the digitisation of data will help to give you more control over your personal development and will ultimately save you time. With this issue we have provided you with a supplement featuring an update on our transformation project and how the outcomes will help to make our working lives easier.

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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TBC expands to East of Scotland!



After some initial challenges in securing a suitable office that would allow us to continue to grow our presence in Scotland, TBC's Dunfermline branch was officially opened in May 2019.

"I am delighted to have Lauren Grzybowski join us as Branch Manager. We commenced her training in Glasgow last year, in preparation for the branch opening and her new team joining, to give her the best start possible. Lauren has extensive experience across various sectors of the recruitment industry in the East of Scotland, having worked with HGV and Industrial clients across Fife, Edinburgh and Dundee. I am confident that Lauren will be a real asset to the Scottish

expansion plans and we are looking forward to working with her and her team as we grow TBC's presence.

"After careful consideration, we agreed that Dunfermline is perfectly located to enable the team to cover the targeted areas effectively," explained Will Miller, Branch Manager, TBC Glasgow.

"There are considerable opportunities for The Best Connection across HGV and Industrial businesses in Scotland. I am confident that the team we have built will bring their enthusiasm, skills and experience to great affect and will work well together to make The Best Connection a great success in the region.

"I have worked with Gemma and Scott in the past and I'm delighted to have them by my side again. I have every faith that my team will pull out all the stops to deliver our plan," says Lauren.

Gemma Lambert is an experienced consultant bringing extensive knowledge of the HGV market in East Scotland from her previous recruitment roles. Gemma has worked with both HGV and Industrial clients in the region and is keen to utilise her experience in her new role.

Scott McManus also brings a depth of recruitment experience and has a sound understanding of the industrial marketplace in the area.



TBC Dunfermline team L to R: Gemma Lambert, Lauren Grzybowski & Scott McManus

Lilly celebrates first year with TBC Eastbourne

As the saying goes, doesn't time fly when you're enjoying yourself?! In this instance, we join with Lilly Colville in celebrating her first year with the business and look at the future she has already started to forge in recruitment. Lilly started at The Best Connection, Eastbourne, in April 2018, joining Industrial 1 desk. Prior to TBC, she had worked for an Estate Agent and Motor Insurance company as a claims advisor.

With her feet firmly under the desk, so to speak, Lilly and desk partner, Harry Heard, set about making an impact in the region and have not disappointed. Over the 12-month period they have increased the weekly margin figures by over 100% -

which is no mean feat! Lilly also came joint first with Justin Froggatt in Andy Clark's sales visit competition which was conducted across four branches, marking another fantastic achievement.

As well as topping the sales performance, Lilly is also the go-to girl for the branch social media and has also starred in the new foundation training videos. We are told that Lilly went to drama college, so those skills certainly won't go to waste.

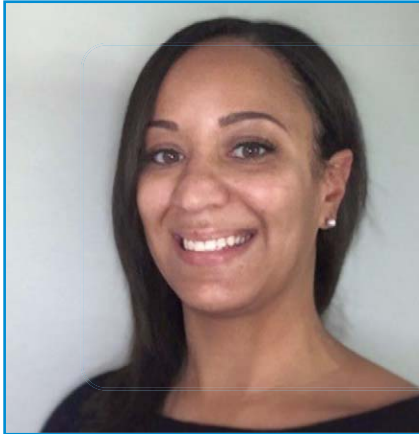
"Lilly has given a 100% since day one. She gets on well with everyone in the office and has a positive approach to every aspect of the role," commented Andy Clark, Area Manager.

A great year Lilly and congratulations on your achievements.



Lilly Colville

CPA welcomes new faces



Vanessa Walker

We are delighted to welcome new faces to CPA Canada.

Vanessa Walker joined CPA Recruitment as a Recruitment Consultant in April. Prior to joining the CPA team, Vanessa was a Recruitment Specialist at AppleOne Employment Services, where she recruited for customer service, sales, accounting and operations.

Not only does she bring experience in recruitment, but also business development and account management. Before recruitment, Vanessa was an event planner, selling and planning weddings, graduations and special occasions. Vanessa attended Sheridan College, where she completed her post-secondary diploma in business, majoring in sales and event management. She is very excited to grow her career with a fantastic team at CPA!

Mathew Michalski joins CPA as a Recruitment Consultant. Mathew's work history includes running his own concrete sealing business while attending university as well as working for an executive recruitment firm, DMG Inc., which specialises in the automotive and manufacturing industries.

This experience has given Mathew extensive knowledge of the manufacturing sector which will help him in his pursuit of hiring accountants and engineers at all levels. Mathew is a recent graduate from the University of Guelph-Humber where he studied Business Administration with a focus on Marketing and Finance.



Mathew Michalski

Jon Hemming-Nash swaps TBC for CPA



Jon Hemming-Nash

One of the benefits of having a Group of businesses is that, from time to time, opportunities arise for employees to move to new roles in a different setting. Jon Hemming-Nash is someone who has done this as he's recently moved from TBC to sister company, CPA.

"I joined CPA back in October after a successful spell as the Branch Manager of The Best Connection in Watford, where I took a new branch and team and over-achieved on all targets set.

"At the time, we shared an office with CPA in Watford and an exciting opportunity arose to start a Supply Chain

and Logistics Division for them. I had previous experience of working in the permanent market and this is an area of recruitment I have a strong passion for. It has been a fantastic start to life at CPA and I've joined a brilliant team of like-minded industry professionals, all experts in their own fields respectively.

"Joining James and the team was an easy decision for me to make and we are now seeing great success with the Supply Chain division of CPA. I am looking forward to spending a long and successful time with the business," explains Jon.

TBC Maidstone & Ashford Trainees Blossom

At the end of 2017, under the leadership of Senior Manager, Carl Davis and Area Manager, Andy Clark, TBC Maidstone and Ashford branch recruited a number of trainee consultants to cover the driving and industrial divisions. Joining them in May 2018, was Jordan Chrystie who made the transition from an administrator role to trainee consultant. A year on, the consultants have all had a successful first year and move into their second year with TBC with plenty of promise. Let's see who they are.



George (L) with Ollie, TBC Maidstone

George Spillett, the youngest of the recruits, joined Darren Naylor, Senior HGV Consultant, in Maidstone in December 2017. George has a supermarket background and has already had success growing percentage share across the HGV client base. He uses social media advertising to gain additional Cat C+E and Cat C drivers for clients such as DHL Morrisons and DS Smith which have all contributed towards the growth of the Maidstone HGV desk.

"My senior managers have provided me with the knowledge and insight I need to help progress my career. With their support I have achieved a senior consultant role which started at the beginning of 2019. I am enjoying my new found responsibilities and the challenges the position presents. I'm very grateful to Andy and Carl for having faith in me and supporting my career development," commented George.

Ollie Burnie joined the Maidstone IND team in December 2017. He has a background in letting and housing. Ollie soon set about making the desk his own and now has a burgeoning IND A-Z Business, that includes DFS and Urbaser Waste.

"After a career in Estate Agency I joined TBC and I haven't looked back since. I have been given the opportunity to manage myself, my clients and workers in order to continue growing a successful desk. Working for a company that aspires to become a household name in the recruitment industry is something I am excited to be a part of," says Ollie.

Jamie Biggs joined the Ashford HGV team in January 2018 working alongside Senior Consultant, Michael Sharp. Jamie has a background in football training and investments where he cut his teeth in sales. This has helped him to hit the ground running and he's already had great success in converting some new prospects and over-achieving on sales activity.

"Working on ASHGV1 with Michael Sharp has been a great experience. The desk has continued to grow throughout my time here and I am looking forward to what the future brings. We're not here to take part, we're here to take over!" said Jamie.



L to R: Jamie & Jordan, TBC Ashford

And finally, Jordan Chrystie joined the Ashford branch in October 2017 as the Branch Administrator and in May 2018 was given the opportunity to work alongside Sammy Grove on the IND desk. The move from administration to consultant has worked well for Jordan who has contributed to the growth of the business.

"I started off as an administrator and progressed to a consultant on ASIND1 in May 2018. Growing the desk has been enjoyable with many highs and of course, some challenges. My future goal is to continue to build on the success we have achieved," says Jordan.

Carl and Andy have worked hard to support the trainees through their development and this has also helped to strengthen the relationship between the two branches.

Nick Dobney's 10-Year Service

It's always a pleasure to share news about our temporary workers, many of whom show great loyalty to the business. On this occasion it's a big thank you to Nick Dobney, who celebrates his 10th year work anniversary with TBC. Congratulations Nick!

Nick first registered with TBC Peterborough on 17th June 2009 to work at Logtek on an ad-hoc shift basis on the tray-wash line and quickly became a regular who was called upon to cover a range of activities across the shifts.

When he was allocated days off due to staff rotation, Nick would also provide

cover in the warehouse at his Local XPO depot and even completed the occasional Interserve cleaning shift. This commitment and dedication to The Best Connection and Nick's positive attitude and work ethic is truly inspiring!

Over time, Nick began to work more frequently for XPO which resulted in the client asking him to work additional shifts throughout the week. This led to Nick becoming a regular at XPO for the next seven and a half years during which time he also received FLT training.

About six months ago Nick informed the TBC team that he was looking for a



change and agreed a placement at his local council in Spalding where he now enjoys his days working on the refuse collection routes. His most recent role takes his total to 10 years with The Best Connection. In appreciation, Nick received a hand-crafted cake and a bottle of fizz to help wash it down!

Andre Gillingham, Spalding Council Depot Supervisor, said: "It's nice to see that you appreciate your workers and have come down to see Nick, especially so early in the morning!" (The cake was presented around 5am in the morning - well done guys!).

Great work Nick and a huge thank you from everyone at The Best Connection.



L to R: Andre Gillingham, Depot Supervisor, Jamie Riley, Industrial Consultant, Nick Dobney and Liam Berrisford, Divisional Manager

Adam Masterson's surprise 40th party

On March 15th this year, Adam Masterson, Divisional Manager at TBC Birmingham, was the recipient of a surprise party organised by his colleagues to celebrate his 40th birthday.

Although a difficult task, the arrangements were kept tightly under wraps until the big day! At the planned time, Adam was coaxed into the canteen where he was greeted by his work colleagues brandishing a lemon drizzle birthday cake – his favourite!

"It was like a secret mission. I had recruited fellow co-workers to help with the big surprise. Adam Tilley (Consultant) was in charge of the birthday collection, Liliana Marshall (Receptionist) was responsible for making the sandwiches, Maria Williams (Administration) made the lemon drizzle cake, Saffron Horne (Resourcer) helped to decorate the room and Dave Schilling (Director) acted as the decoy by keeping Adam in a meeting while everyone vanished to the canteen once the office closed.

"I just helped make it all fall into place! We have a great team and we do encourage a positive working environment," explained Julia Marshall, Divisional Manager, TBC B1.

"I was still in shock three days after the party. It was a lovely surprise and I did not expect it," said Adam.

Adam has been with the company since September 2014 and is highly regarded by all his colleagues.



Adam pictured with a celebratory bottle of non-alcoholic beer!

Beth joins Bailey Care Services, Eastbourne

We are delighted to announce that we have a new trainee in our midst and her name is Bethan Richardson. Bethan, or Beth as she prefers to be known, joins the Eastbourne team at BCS as a Trainee Recruitment Consultant. Welcome aboard!

We are told that Beth had applied for the trainee position over the Christmas period through Reed. She had recently moved to the area after living overseas for a number of years and was looking for a role that would challenge her and give her a long-term career progression plan. We think you may have found the right place Beth!

"I started at the Eastbourne branch in early February and have thoroughly enjoyed my time there. Eastbourne is a great office to work in and my

mentor, Sam Gauci, has been so welcoming. I already feel as though I have gained confidence and developed a better understanding of the care and recruitment industry working alongside her.

"I have a lot to learn and have immersed myself in all things recruitment. My visit to Topaz for training has been a very positive experience for me. I have felt motivated by the training team and have enjoyed meeting the other trainees and I'm very excited about what the future has to offer and looking forward to seeing Bailey Care Services in Eastbourne go from strength to strength," explains Beth.

Beth's secret passions are chocolate and biscuits of any kind and watching crime dramas (you're not alone there Beth)!

"Beth is a pleasure to work with. She is developing every week and I'm looking forward to supporting her development over this year," says Samantha Gauci, Divisional Manager, BCS Eastbourne.



Beth Richardson

Chloe King becomes Trainee Recruitment Consultant at BCS

We would like to extend a massive welcome to Chloe King who joined Bailey Care Services in June 2018 as temporary maternity cover for Lotus Nye at Melksham and has since become a permanent member of the team. Welcome aboard Chloe!

Chloe has joined BCS after a 12-year career in Human Resources at Sainsbury's and is already demonstrating her aptitude in a new industry.

"I wanted to try something outside of HR that was completely different. When the opportunity to cover for Lotus at BCS came along last year I jumped at the chance to explore a new industry. After listening to the girls in the office and getting a feel for the work they do, I decided I wanted to pursue a career as a

recruitment consultant at BCS. As luck would have it, there was a position available, so I approached Julie to apply and was successful! I have now been a Trainee Recruitment Consultant for a few months, working alongside Tiffany on RES2. I am thoroughly enjoying the new role and being able to meet new people and help build our plan to its full potential," explained Chloe.

"I am really pleased to welcome Chloe to our team. During her time with us she has demonstrated she is hardworking, versatile and enthusiastic. I was delighted when she expressed an interest in our consultant vacancy. She already has a good knowledge of our clients and staff which has enabled her to hit the ground running. Chloe has a good bond with the existing team and has been

welcomed into the team. I am looking forward to an exciting future for her," says Julie Charters, Branch Manager.



Chloe King

BCS Carer of the Month Announced

Following outstanding feedback received from her clients, we are pleased to share that Mandy Meadows has been awarded 'BCS Carer of the Month' for March 2019. Congratulations Mandy on your achievement.

"Mandy has a great personality and works well in our service. She is always very hard working and overall a great support worker," says Becca at Dimensions.

Mandy has been working for BCS for nine years and has always been a very loyal, hard working person who is happy to travel to other areas of the region to provide extra support.



L to R: Mandy Meadows receiving her certificate from Gemma Nye, BCS Melksham



L to R: Deb Joyce receiving her certificate from Gemma Nye, BCS Melksham

Deb Joyce was awarded April's BCS Carer of the Month 2019. Well done Deb on your award and the positive feedback the company has received from services and homes on your work with them. Deb has stood out as someone who is always happy to pick up emergency, last minute shifts.

"Deb is a great character; she works really well in our service and knows the complex needs of our service users. She shares her availability so we can book her in for shifts, which shows Deb is eager and happy working within our services," says Sharon from Thera South West.

Deb has been working full time for Bailey Care Services for the past three years and is liked by every service she has been assigned to.

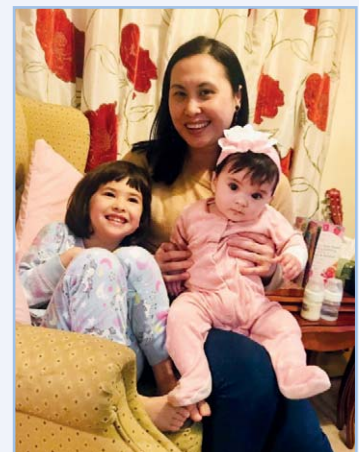
BCS welcomes back Lotus Nye

The team at Bailey Care Services are delighted to have Lotus Nye back with them after her maternity leave. Congratulations on the birth of your daughter, Asia Alysha, Lotus - and a warm welcome back!

"Time has flown since I started my maternity leave. Before I knew it, it was time for me to return to work. After 10 months off, I did find it hard for the first week. Part of me was ready to work but another part of me was missing being with my baby! Thankfully, I work with a super-awesome team which has made the process a lot easier and my manager and colleagues are very supportive and welcoming. It is really nice to be back," said Lotus.

Lotus Nye is the longest serving employee at BCS. She joined in 2008 as a care worker for Truecare which became the Trowbridge BCS office. Lotus was soon recognised for her talent and was enticed to join the office team as a Care Coordinator. In 2015 Lotus took on an administrative role after returning from maternity leave following the birth of her first baby. After the closure of the Trowbridge branch, Lotus transferred to Melksham.

"It's great to have Lotus back after the birth of her second daughter. She has picked up the reins and it's like she's never been away. Lotus is a big presence in the office with her sense of humour, infectious laugh and of course her amazing administrative skills! Welcome back Lotus," said Julie Charters, Branch Manager.



Lotus with Asia Alysha who was born on 22nd June 2018 weighing 7lb 8oz and with big sister, April Maysa who is 5 years old

Jodi visits TBC Canada

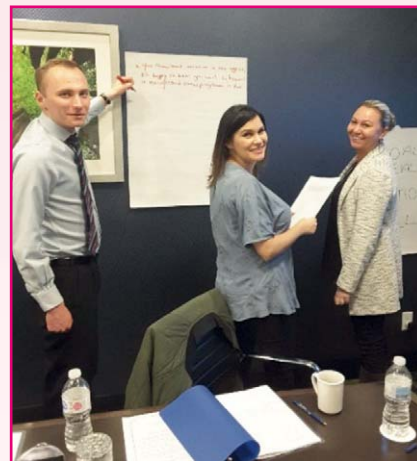
In April, Training and Development Manager, Jodi Johnson, visited The Best Connection in Canada to carry out some leadership training for existing and emerging managers from both TBC Inc. and CPA. Course topics included leadership styles, coaching and team building. Post-course work, which will be supported remotely from the UK, included developing individual action plans.

After the training, Suzanne Lavigne didn't waste any time in putting her learning into practice by creating a sales competition which was won by Alex Ferrufino from TBC's Brampton office. Good job Alex!

When her work was complete, Jodi visited

the Brampton and Woodbridge offices to meet the staff and to learn about the Canadian operation.

"The two days spent in branch were amazing; it was great to see the enthusiasm of the staff! It was also interesting to learn that despite some cultural differences, there are many similarities to the UK, particularly in terms of the marketplace we operate in and the needs of clients and temporary workers. The process followed on a plan in Canada is remarkably similar – right down to the blue boards! Next steps are to go back with a training course designed for our consultants in Canada which will combine some of the principles of our existing Foundation programme," said Jodi



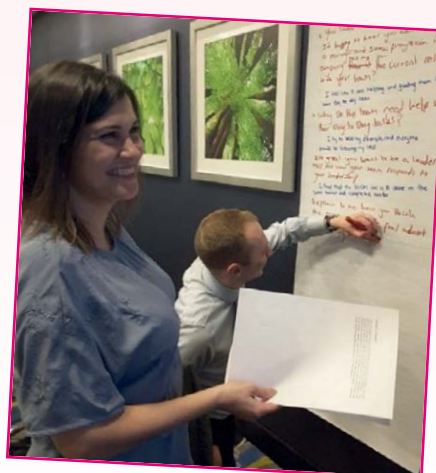
L to R: Tom Stenlake, Suzanne Lavigne and Jaimie Meisner



Alex Ferrufino (with a winner's smile)



Thiviya Ramalingham (in deep concentration!)



Suzanne & Tom (with ideas galore)

Ian re-joins the fold at TBC Wolverhampton

After a spell away from The Best Connection, Ian Hancox has re-joined the fold as Divisional Manager, TBC, Wolverhampton branch.

"I quickly came to realise that other agencies just don't do it the same as The Best Connection! It's more than the name above the door, it's about our presence in the marketplace, the team you work alongside and the support from the wider business, that makes you successful. These are just not replicated in other agencies," said Ian on his return.

It is always great to welcome people back to the business after a foray elsewhere. We are not called the 'Best' for no reason! Good to have you back.

Ian Hancox



TBC Inc. on the Campaign Trail!

The month of May is when spring really begins in Toronto. It is the time when flowers bloom, the weather improves and businesses are busy. Toronto is Canada's multicultural hub and southern Ontario is where the TBC Inc. branch network is situated.

"We thought that with the City waking we should take advantage and hit some events where we could take the opportunity to promote The Best Connection Inc. brand," says Elliot Mendoza, Operations Manager.



Mark Bowley at the Toronto Newcomer Event

The World Class Supply Chain Summit, a partnership between the Chamber of Commerce and the Lazaridis School at Wilfrid Laurier University, and CN, has become an important industry-academia forum. Each year, more than 100 leaders come together to discuss the current state of supply chain and logistics – in Canada and throughout the world – and provide insights on how challenges can be overcome and opportunities leveraged.

The Canadian Leadership team attended this event where they met with industry leaders and discussed the possibility of partnering with their organisation to supply a flexible staffing solution. Also, following the event, there was a jobs fair which gave the team the opportunity to promote its services to

people looking for work in the industry.

The second event attended was The City of Toronto fifth annual Toronto Newcomer Day. This is an important community-building event that brings together thousands of people, newcomers as well as hundreds of community and government agencies and other stakeholders.

"Our networking has forged new relationships with some useful government agencies that will benefit TBC Inc. moving forward. When the market demand for temporary associates increases, leveraging relationships will prove to be very fruitful. As our branch network grows, so does the TBC Inc. brand in Canada. We are all looking forward to the remainder of 2019 and working towards becoming the agency of choice for our clients and temporary workers," added Elliot.



L to R: Joe Middleton, Mark Bowley & Elliot Mendoza at the Chamber of Commerce Logistics Summit



Fantasy Football Update



It's been a lot of fun and as dynamic and nail-biting as the real thing but, there can only be one winner!

With a total of 2,341 points we congratulate Andy Nuttall on reaching the top of the table and securing the title. The organisers would like to thank everyone for participating throughout the season and have asked if anyone would like to donate a trophy or prize for next season to please contact Martin Thorogood at Topaz. Keep an eye out in your in-box for details of the 2019/2020 season.

Top 12 Fantasy Football League finalists

1	Long Dong Silver FC	2341	Andy Nuttall
2	Rodeo FC	2231	Stephen Roden
3	You Kante Be Serious	2229	Charlie Smith
4	No Kane No Gain	2215	Chris Glover
5	Sensei's Soldiers	2213	Gurinder Khatkar
6	Never Say Nevés	2212	Jordan Langley
7	All The Smallings	2207	Oliver Darley
8	Rolf's under 12's	2168	Adam Warner
9	Apathy United	2160	Jason Melia
10	Mehewd Seagulls	2152	Chris Durham
11	Pedros City	2146	Peter Christie
12	Parma Calcio	2138	Gabriel Sirghie



In this issue of SWS Best News we focus on two members of the Backline family – here are their personal profiles.

Greg Hyams

Greg joined Backline in 2017 as a consultant based at the company's Avonmouth branch. He has a fascinating background having spent his formative years in South Africa and France due to his parents' work commitments. Greg has worked in the services business for much of his career having undertaken numerous roles from chauffeuring high-net-worth individuals at an exclusive European hotel to managing pubs with his partner in the UK.

Since joining the Backline team, the performance of the Avonmouth branch has seen a notable uplift. Given the success he has brought to the branch, the decision was made to offer Greg the position of Branch Manager, which we're pleased to announce, he accepted!

"Avonmouth is in a strategic location with numerous transport operations located in the region. This gives me a huge customer base to get stuck into and a great opportunity for some healthy competition with our Plymouth and Exeter branches! We know that diminishing driver numbers and attracting the right drivers for the Backline business are real challenges for us. Training newly qualified HGV drivers and upskilling them to deal with the wide variety of work that Avonmouth and the surrounding areas has to offer is going to be key to addressing these challenges," said Greg.

We asked what his ambitions for the branch are, and this is what he told us: "I would very much like to achieve a significant year on year increase in branch performance and of course elevate the branch to being a key player across the Backline network. I think increasing the industrial and skilled



Greg Hyams

element in the branch will be a factor in achieving this. Whilst driving is our core focus, a lot of clients don't realise that we are also able to support them with a number of related roles," added Greg.

Dean Marshall

Dean has worked for Backline for several years. He joined the business as a Supervisor at Backline's Outbase facility in Exeter and is now the lead consultant on the Exeter driving desk.



Dean Marshall

Having been around trucks for some years, Dean has always had an interest in driving. This year, the company took the decision to upgrade his licence so that he could finally gain some first-hand experience of what it's really like to be a trucker!

With the youth that Dean enjoys, he was too young to obtain his C1 entitlement with his car test. This has limited his access to vehicles with a maximum weight of 3.5 tonnes.

Having made the relevant preparations (provisional licence, medical, etc.), Dean was enrolled on a week's intensive training with Steve Robertson Training Services in Exeter. Whether or not his experience in the industry so far gave him an unfair advantage, we'll never know, but he passed the test with flying colours – picking up only a single minor mark throughout the entire test.

Dean is already looking to build on his experience, finding any excuse to run errands for the company using the 18 tonne HIAB training vehicle. We know we buy tea and coffee in bulk, Dean, but it's still a bit extreme!

Huge congratulations to both Greg and Dean – we're genuinely pleased for you both and we look forward to a bright future.



BACKLINE LOGISTICS

Backline Logistics shows business growth despite industry-wide concerns over Brexit

Backline Logistics in Leighton Buzzard has experienced the opposite of what may have been expected - given the uncertainty of Brexit hanging over businesses - as the company continues to win new contracts and grow existing relationships.

Backline was recently given confirmation of a new contract with Kuehne+Nagel.

This will result in business volumes surging between July and September this year. Kuehne+Nagel has pre-booked 10 shifts everyday throughout the summer holiday season which is expected to continue for around three months.

The team in Leighton Buzzard have welcomed the opportunity with open arms and are all looking forward to the

challenge. To service the increased demand, the team will be required to source extra vehicles and drivers along with additional administration support. Louise Gaunt, Transport Operations Manager, is tasked with extending the existing Operators Licence to ensure business compliance.

In other news, Backline is currently trialling new in-vehicle technology that will allow in-depth analysis of tachograph information. The data, which is currently manually downloaded from the vehicle at the depot, will now be available whilst on the move.

"We are the first company in the UK to install this system into operational vehicles. The potential of the new equipment is very exciting as it will allow timely access to critical data for our own analysis," said Chris Jacques, Assistant Transport Manager.



L to R: Chris Jacques, Liam Murnaghan, Cathy Searle and Louise Gaunt

CTS team join 'Running for Rick' half marathon & fun run in memory of Rick Davey

On the 28th September 2018 Helen Fox, who has worked with CTS for the past 19 years in Operational, Account Management and Sales roles, married Rick and became Helen Davey. Sadly, 54 days later, on 21st November, Rick was taken too soon, after a short illness.

On the 3rd March members of the CTS team joined a 31-strong team called 'Running for Rick' to run a combined total of 237 miles in Rick's memory at Berkhamsted Half Marathon and Fun Run.

Ten of the team completed the whole 13.2 miles, while the other 21 took on the 5-mile Fun Run to raise vital funds for The Hospice of St Francis in Berkhamsted, where Rick, 54, spent the last days of his life.

The team travelled from as far away as Ireland to take part and have smashed their £5K target in one go, raising over £5,600 to help the Hospice raise the £5+ million it needs every year to help people live their precious lives well.

Rick was loved by so many people. There were school friends, colleagues and the ladies from the Gaelic football team where Helen played many years ago. The youngest member of Team

Ricky was AJ, aged 13, and the oldest was a lady in her 70's.

Helen said: "It was hilly and wet, but it was lovely to see everyone out supporting such a good cause. We all wanted to give something back to the Hospice because the care Rick received there was absolutely amazing."

Members of the CTS team and their families joined Helen again on the 12th May to complete the 5k Bubble Dash.



The team's Just Giving page, set up by Helen's niece, Isabelle, has reached £5,600 so far. If you'd like to help the team smash their revised target of £10K, visit [justgiving.com/fundraising/running4rick](https://www.justgiving.com/fundraising/running4rick)

Football memories unite two friends after 30 years!

Ever bumped into someone you haven't seen for donkey's years at an occasion, event or holiday location somewhere in the world and said to yourself – what was the chance of that happening? Well, for TBC's Martin Thorogood and Protean's Dave Lettice – it was apparently 100% as they were reunited following Protean's engagement!

As footballing team members in the 1980's (we realise this was pre-birth for a lot of you and pre-Internet as well) Martin and Dave were part of 'Team Swan with Two Nicks FC, a pub team in the Worcester & District Football Leagues.

Martin provided the picture below, in nostalgic black and white (colour was available in the day, just in case you were wondering!).



Before! Top row, 3rd from left, Dave Lettice, Protean, wearing casual 1980's bandanna next to a moustached Martin Thorogood, TBC.

Martin recalls: "Since our paths separated after the football days, I worked as a representative for Catering Butcher, Summerland Farms, ran pubs for a few years (Live & Let Live, Fernhill Heath, Cherry Tree, Woodbridge, Bottles Wine Bar, Worcester, Slug & Lettuce, Worcester, Sherlock Holmes, Bahrain), became a recruiter (Consultant, Manager, Area Manager) with Manpower and Backup Staff before joining

TBC in 2003. Fifteen years later, Dave re-appeared when Protean were engaged to work with TBC. And like me, Dave looks slightly older and has lost the footballers' physique we once had. On the positive side, I've still got my hair!"

For Dave Lettice, his route to the reunion has been that of chance.

"Much water has passed under the bridge since the photo was taken in the early 1980's and thankfully all but one of those in the photo have managed to stay on the right side of the law - though looking at the photo that's a little hard to believe!

"I managed to keep playing football and cricket at a competitive level until my knees decided they couldn't take any more in my early forties. From a work perspective, I ended up, more by accident than design, working in the world of compliance and assurance and spent over 22 years practicing those skills with a well-known multi-national company. Having taken the decision to become self-employed as a contractor early in 2018, I joined the Protean team working with The Best Connection and that's where I saw a familiar face from my footballing past - Mr T! It has been great to catch up after all these years," explained Dave.



After! Dave Lettice, Protean, Left, Martin Thorogood, TBC, right

Of course, there are some that may not believe in chance or coincidence! Martin and Dave's reunion may just have been destiny. Either way, it's a great story and captivating pictures!

Katie receives 'thank-you' card



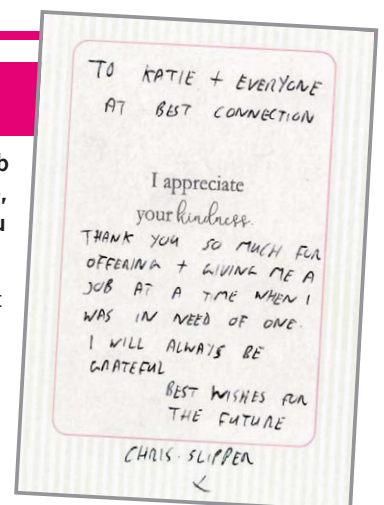
Katie Shepherd

Sometimes, a simple 'thank you' can have the biggest impact on job satisfaction. For TBC's Katie Shepherd, Senior Consultant, Scunthorpe, her smile-raising customer experience came in the guise of a thank you card from a temporary worker called Chris Slipper.

Chris registered with TBC in June 2018 and was offered an assignment at Waste Management business, Ellgia, which should have been to provide cover for a couple of days. However, as it turned out, he continued working on a temporary contract basis every working day, except holidays, and never let TBC down. A year on and Chris has now earned his full-time contract!

Recently, Chris came into the office with his wife to thank Katie for giving him the chance to find work after falling on hard times in recent years.

"Even though I was just doing my job to the best of my ability, it's fulfilling to know that we can change people's lives for the better," said Katie.



Fleetmaster celebrates lifelong learning

Learning doesn't stop when you leave school, college or university! According to research, people who actively learn throughout their lives are likely to be healthier, live longer and gain more out of their life in general. So, here's to lifelong learning!

As a leading training provider, Fleetmaster was keen to celebrate 'Learning at Work Week' which ran from 13th -19th May. Here's an update on what's been going on.

The 'Services to Business' team - based in Halesowen – have been helping staff to complete their Business Administration and Advanced Recruitment Practice Apprenticeship. May has seen the first delegates engaged with the Advanced Diploma Recruitment Apprenticeship Standard progressing through to the End Point Assessment stage of their training.

Across the apprenticeship learning journey, learners need to demonstrate they have developed the skills, knowledge and behaviours that are expected from an apprenticeship standard recruitment consultant. The final key stage is a project assignment followed by a discussion with an external independent End Point Assessor who will ask a series of questions, such as:

- How have you won new business to help grow and develop your plan?
- How have you improved efficiency at work and shared best practice with your team?
- How do you deliver the best service to your temporary staff and clients?

Apprenticeship Success

The first two delegates to be celebrating apprenticeship success are Chris Nugent and Aimee Bougourd. Chris passed his project with a distinction and now awaits the results of his professional discussion. Aimee has also passed her project and eagerly awaits the results of her discussion. Well done to you both!

Natasha Bull, TBC Warrington Consultant, received the news that not only had she passed her End Point Assessment but she achieved the very first distinction. We asked Natasha a few questions about how she found working towards the apprenticeship standard qualification and this is what she had to say:



Natasha Bull

How did you find the process of gaining the apprenticeship standard qualification? The process of gaining the qualification seemed very daunting at first but was made very easy with assistance from my trainer Lea-Ann, who has helped me through the whole process.

What support did you receive through the process? The support I received from the team was great. If I had any questions or if there was anything that I was unsure of they were always at the other end of the phone to help.

How has working towards the apprenticeship standard qualification affected your role in branch? Studying the qualification has helped me considerably with my work in the branch as I have been able to put into practice all the things I have learnt. It has helped me to gain confidence in everyday tasks such as client visits, as well as selling on the phone.

How did you find returning to a learning/education environment? I enjoy learning so this wasn't a problem. I knew the training would be beneficial to me, so I was happy to put the effort in.

What would you say to those people who are part-way through the training programme? To those of you part-way through your training I would recommend sticking with it and to think of the achievement from all your hard work.

Over the next four months Fleetmaster has 30+ staff progressing through their apprenticeship standard endpoint assessment stage. We wish them all good luck and look forward to reporting on their progress.

Manor Royal 'Know Your Neighbour' event a great success!

The TBC Crawley team had a fantastic time at the Manor Royal 'Know Your Neighbour' event held on the 14th May. Over 280 people attended this year's event which featured a great selection of exhibits and rooms bustling with local businesses. The team walked away with an extensive list of new contacts and companies as well as bagging some great freebies! What's more, they even got to see the Mayor of Crawley!

The annual event is a great opportunity for people working on Manor Royal to get together and discover more about each other's services and products. It is also a platform for local trade and helps with getting to know what is going on around the area!

The team reported that it was a great networking success which allowed the opportunity to reconnect with some familiar faces and meet some new ones.



BCS recruitment drive slow but positive

Attending industry events, such as job fairs and careers conventions, can be a bit of a hit and miss affair for business development due to who attends on the day. Nevertheless, BCS has sallied forth to find as many new recruits as possible in their respective branch localities and this is how their efforts have unfolded so far.

BCS Newport attended events in Cardiff and Cwmbran and experienced a fairly good turnout of jobseekers, however, a high percentage of them had no industry experience which meant that they did not meet a minimum prior experience level. In total, of four new recruits that entered the recruitment process, three eventually made it through to completion.

In Oxfordshire, BCS Abingdon attended events at Oxford and Milton Keynes. Collectively they enticed 27 people to express their interest. After the selection process, this was whittled down to six new recruits. The teams were not disheartened, however, as every new person makes a real difference! In addition to the new faces brought on board, the events have provided a great networking opportunity to meet key people

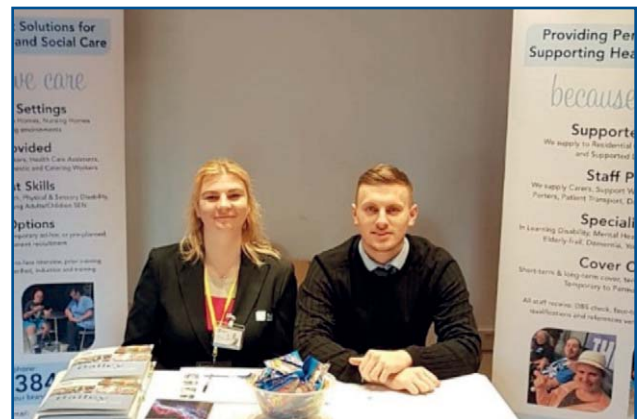
from the large care organisations and job centres that attended. They now have a better understanding of BCS and took away company information to display. As a result of establishing new contacts at the events, the Abingdon branch has benefitted from sales visits in a new area.

The Melksham team attended events in Bristol and Swindon. In Bristol, due to inadequate promotion, the jobs fair was a disappointing wash-out. Only two other companies turned up to man their stands and only 10 people including BCS and the organisers came through the doors that day! Swindon was much more successful with plenty of footfall. Again, the level of experienced candidates was low, resulting in 15 initial registrations but only three making it through to training. BCS Poole attended events at Poole and Bournemouth. There was a good turnout overall, with six candidates enrolled, four of whom are still in the recruitment process and two are out working!

Not to be put off by some mixed reviews and slow but positive progress, BCS is continuing with its drive for new recruits and will be attending events in Poole and Eastbourne in May.



Jason and Fiona at Oxford jobs fair



Joe and Kamila at Bournemouth

Birmingham branch unites with Bake Off!

As a means of uniting the B1, B2 & B3 branches at their new Birmingham office, Sam Hollis had a great idea to organise a Bake Off! The prize was a bottle of Fizz and a box of chocolates, donated by Sam. "It created a buzz in the office, a bit of healthy competition and some not-so-healthy (but lovely) cakes to eat at the end of it!" said Sam.

Thank you to Bake Off judges, Maria Williams (as Mary Berry) and Adam Tilley (as Paul Hollywood).

"We are hoping to organise a Bake Off possibly every other month and aim to attract more employees to join us," added Sam.



Sam Hollis



TBC Watford goes solo!

At long last, TBC Watford have the key to their very own front door. Congratulations on your new-found independence team Watford. Now the new journey begins!

The Watford 'branch' has been operating out of CPA's offices in the heart of Watford town centre on Clarendon Road since 2016 with no individual branding and very limited footfall to help progress, therefore, the move has been eagerly awaited.

It has taken over two years, following some disappointments in securing new premises, to finally establish the TBC brand in Watford with newly refurbished offices built to the company's specification. The office location and signage catch the eye of passing motorists travelling on the inner ring road which has resulted in boosting footfall.

With established industrial and driving divisions, TBC Watford supplies over 35 clients per week with upwards of 100 temporary workers covering Watford, St Albans, Hatfield, Welwyn Garden City and Borehamwood areas.



L to R: Richard Fenton, Meagan Butler, Vicki Ellis, Patricia Farcau, Katie McNally, Christina Varga & Paul Tavinor

Paul Tavinor, Area Manager, said: 'The Watford team are all keen to establish their presence in the area capitalising on the new branding to develop new and existing relationships.'

TBC Dragon Boat Race defies the weather to raise over £300 for good causes

If you think the Oxford and Cambridge boat race personifies competitive spirit – it pales into insignificance when you pitch two teams of victory-seeking Dragon Boat paddlers from The Best Connection against 13 other hopefuls – and of course each other!

The charity event is organised by the Rotary Club of Edgbaston Convention and despite the rain, there was a good turnout at Edgbaston reservoir on Saturday 8th June and spirits were high. With 15 teams in the offing, the heats whittled the field down to the final few. And guess what, both TBC teams were still there flying the flag. Why are we not surprised?

In a gripping finale, both teams rowed their hearts (and lungs) out hoping to cross the finishing line as victors. Alas, the top spot was to be snatched away, however, the good news is that both second and third place went to the valiant TBC crews. What a fantastic performance!

And now to the results. In second place we congratulate TBC Halesowen (Usain Boat) for their heroic effort and in a very respectable third place TBC Bromsgrove (The Best Dragon Boat) who lost to their home rivals by a microscopic 0.1 of a second! Wow, that must have been a tricky one to call. It was later revealed that Team Bromsgrove had actually rowed the fastest time of the day so there was some consolation with this news.

Aside of the competition and of course great fun enjoyed by all, the day was organised to raise a little bit of cash for charity so regardless of the outcome – stop crying team Bromsgrove - it was always going to be a successful day. At the last count the pot was sitting at over £300 raised between both teams so well done all of you for your time and effort in making the day so successful.

The day ended with some tired and wet faces as it didn't stop raining until they had finished but this didn't stop the celebrations and well-earned drinks. Let's see who our Dragon Boat stars are.

Team Halesowen aka Usain Boat

Lottie Jarvis, Meg Blackmore, Ranjeet Mand, Jo Pritchard, Katie Yorke, Jareth Webster, Lyn Young, Michelle Lewis, Clare Quick, Alex Dirman & Robert Sztuba.

Team Bromsgrove aka The Best Dragon Boat

Charlie Yorke, Trevor Higgs, Mike Gater, James Morgan, Matt Leech, Lewis Stylianou, Chris Wallis, Holly Cunnington, Utzav Gajjar, Matt Burford & Emma Yorke.

Matt Leech's son, Brad, saved the day for team Bromsgrove by volunteering as the drummer for their last two races – thank you Brad!

A special thanks goes out to Katie and Utzav who clearly had far too much energy to burn as they volunteered to race for both teams!

The event was such a resounding success, everybody is already in training for next year. Well Done to all of you!



Team Halesowen



Team Bromsgrove

You can donate here:

www.gofundme.com/z35hb-dragon-boat-race

Welcome to Joe Rolfe, Divisional Manager, BCS Poole

Joe shares his thoughts on why he joined the company.

"There are many reasons why I wanted to join Bailey Care Services. I started my recruitment career in a healthcare agency in Reading before moving into a larger, national recruitment business. Due to personal circumstances, I looked to relocate to Poole and so I wanted to find work with a company that was ambitious, looking to grow and develop and would invest in me to help grow the business.

"This is exactly what Bailey Care Services had to offer me and I have not been disappointed. Lisa and Dave were very honest from the beginning about the challenges I would face and how the branch was performing at the time and I was reassured that I would receive all the support I needed – and this has certainly been the case. I began by shadowing in the Portsmouth TBC branch which is very busy and successful. This gave me a good insight into the TBC way. I then spent some time shadowing at BCS Melksham

before completing the foundation programme training. This has been very useful both personally and to the team in Poole as we put best practices and new ideas into place.

"We've still got a lot to do but we are making progress with margin performance on the increase. Our immediate goal is to establish our current plan and to add a further plan. Part of our growth is attributed to getting in front of more clients and attending job fairs and job centres in the local area. We've had some great success from these events, most recently at the AFC Bournemouth job fair where we booked 10 interviews which resulted in six successful inductions.

"Outside of work, my life revolves around football and holidays! I'm not going to mention who I support, but you can probably guess and realise why I'm not bragging! I've also moved down to Poole at the right time - just before the summer! After work and on the weekends here in the sun, it feels like I'm on holiday,"

shared Joe.

"Joe is a fantastic addition to the Poole team. He is a pleasure to work with and has nothing but good feedback from everyone he meets internally in the Group and externally with clients and temporary workers. I have no doubt he will be very successful," says Lisa Rothnie, Operations Manager.



Joe Rolfe

Jane and Nagena Race for Life



Two of our colleagues from TBC Birmingham have taken part in the annual Race for Life in aid of Cancer Research UK. Jane Allison and Nagena Majid pounded the paths and woodland tracks around Cannon Hill Park in Birmingham on 19th May and raised a total of £367.00 in the process – well done ladies!

Jane Allison works in the payroll department and has been part of the TBC team for the past seven years. She has always wanted to participate and following a massive weight loss of 3st 9lb – wow! – Jane entered this year's race and absolutely loved it. Jane commented: "The support you receive and the encouragement on the day is fantastic. I enjoyed it so much, I'm already planning to take part next year. Who knows, I may even do the 10K!" Jane took part in the race in support of her sister-in-law, who is a breast cancer survivor.

Nagena Majid works in reception and has been with TBC for the past three years. Nagena is an experienced Race for Lifer, having taken part for the first time in 2006 and every year since for the past 13 years! "I started the Race for Life with my friend who sadly lost both her father and sister to cancer. Unfortunately, I also lost my sister to bowel cancer five years later and have continued to race and raise money for Cancer Research UK ever since. I enjoy the atmosphere and the

camaraderie of the Race for Life - we all come together to offer our support."

Julia Marshall, Divisional Manager, said: "I speak on behalf of the whole branch when I say we are all very proud of Jane and Nagena. They have shown a great attitude and dedication to complete the course and raise £367.00 for a fantastic charity which does so much to help so many."



L to R: Jane and Nagena, jubilant after the race!

TBC Derby's Virtual Golf Tournament a Hole-in-One!

Fancy a round of virtual golf? Can't think of a better way to run a sales competition but you can imagine the competitive nature of TBC's Derby team when they donned their golfing kit and set about making some sales calls!

TBC Derby is a long-established operation having had a high-profile presence in the region since 2001. They run both IND and HGV desks with five plans between them supported by 14 staff.

The IND team thought it would be a great idea to run a sales virtual golf tournament for a bit of fun. They set aside a morning to make 18 sales calls each (representing 18 holes on the course), with each person having a scorecard and rules sheet. The team all dressed up in golf attire and a prize was presented to the winner! The reason for the tournament was to try and drive sales and maintain team motivation.

After dealing with a few calls that were a hole-in-one and others that landed in a bunker, the team ended the day having really enjoyed the themed campaign. It was a change from the usual day to day approach and it worked! Coming out victorious was Inese Lide, Plan Resourcer.

As for the outcome, the team also managed to book additional visits and contacted many new companies, so all in all it was a great success! Due to the success of the day, they are looking



L to R: Kristyna Vymyslicka, Dan Wood, Inese Lide, Martin Gibson & Darryl Hibberd

to plan something similar each quarter, with the theme of the next tournament yet to be decided, so watch this space.

Dan Wood, Industrial Consultant, commented: "It was really pleasing to see the team not only enjoying the competition, but also achieving some amazing results whilst having fun!"

We look forward to hearing about other creative initiatives in future issues!

Home Office support for communications to TBC's EU nationals



L to R: Alex Dirman, Luke Major (Home Office) & Mike Cooper

The Best Connection is very proud to be one of the largest employers of EU nationals in the UK and fully embraces its diverse, inclusive workforce. With the turmoil and uncertainty that Brexit has created, the Government is working with employers, such as TBC, to help with communicating essential information over the course of the exit process.

To assist with this, The Best Connection was invited to the Home Office headquarters in London on the 5th June to begin talks. Alex Dirman, TBC Brexit Champion, and Mike Cooper, Group Director, met with the EU Exit Communications team to discuss what the Home Office could do to support The Best Connection over the coming months. It was agreed, following the session, that the Home Office would provide crucial statistical data which would supplement TBC's next Brexit Update communications initiative which is due to be issued in July.

"The Home Office was impressed with the work The Best Connection is undertaking to engage with its workers and its clients on Brexit and has agreed to validate and endorse our future Brexit communications. Our initial meeting was a resounding success and marks the beginning of a long-term, direct relationship with the Home Office," says Mike Cooper.

Persistence pays off for Darren at Williams Trade Supplies

In this story, we learn how feedback from a temporary worker and a proactive approach to business development has paid off for Darren Naylor at TBC Maidstone.

It started with a chance conversation between Darren and a temporary worker who mentioned that the agency he had been working for had assigned him to a company where The Best Connection was not engaged. The business was Williams Trade Supplies, otherwise known as Williams and Co, which is a successful specialist plumbing and heating merchant operating three warehouses and 36 trade counters across the UK.

Knowing that they use agencies for driving staff, Darren decided to visit one of the sites to find out more. On arrival, it was explained that the depot was using staff from a competitor and the supply was organised on a national basis. Darren asked who the best person would be to speak to and as luck would have it, he was invited into reception and was put through to the Operations Support Administrator on the phone.

"I introduced myself to the Operations Support Administrator and explained how we could help them. I outlined our application procedure for temporary workers and our intensive interview process that ensures we find the best calibre of candidates," explained Darren.

As a result of the initial conversation, it was agreed to arrange a follow-up

meeting to discuss TBC's service and commercial offer in further detail.

Cut to today! Well, the discussions must have gone well as TBC is now supplying staff from the Maidstone, Worthing, Guildford and Slough branches.

A great story, Darren, well done for using your initiative and congratulations on securing business with a new customer.



Darren Naylor outside Williams & Co

Leicester driving team raises the bar!

TBC Leicester have been flying the flag for the company since the late '90's and have nurtured a strong team who have been incredibly successful in supplying drivers in the region, where they are at a premium and competition is fierce. In a typical



TBC Leicester HGV team (L to R) Paul Lovick, Danny Coley, Dave McGowan & James Tamsett

week, they supply to around 35 satisfied clients and are continuing to expand this loyal customer base.

In March this year, the Leicester driving team accomplished a milestone in their weekly target achievement by raising the bar and superseding past results. Considering the challenges that the market has presented over recent times, their success reflects the team's hard work and excellent service delivery they have consistently provided over a long period of time. Gaining the top spot for the Average Weekly Margin Rankings in February and March was also a significant milestone in the development of Leicester's HGV1 plan.

"The team have built a high level of trust with their clients as well as maintaining a pool of loyal and experienced drivers - many of whom have been with TBC for between three and five years. This solid foundation will enable them to achieve even greater success in the future," said Paul Tavinor, Area Manager.

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/



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

Banbury • Basildon
Hereford • Reading
Swansea • Tunbridge Wells



CPA
Permanent Senior/Recruitment Consultants



Management Opportunities are available in our current TBC
Carlisle, Norwich, Preston,
Swindon, Truro and Warrington
branches



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

Birmingham, Abingdon,
Banbury, Bristol, Coventry,
Hanger Lane, Leicester,
Luton, Manchester,
Newport, Nuneaton,
Oldham, Plymouth, Poole,
Romford, Stoke and
Wolverhampton



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

Abingdon, Basingstoke,
Bristol, Cambridge, Carlisle,
Croydon, Enfield,
Exeter, Guildford,
Hanger Lane, Milton Keynes,
Newport and Norwich

Want more details?

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

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