

# SWS... BEST NEWS

## Keep Calm and Carry On!

Welcome to the September 2019 edition of SWS Best News. In this issue, we share stories and updates from across the Group along with the names and faces, both longstanding and new, that represent who we are. I hope you enjoy the read.

As we approach the final quarter of the year, we find ourselves amidst unprecedented political events in the UK. Not surprisingly, one of the key topics is Brexit. Like it or not, leaving the EU will have an impact on foreign nationals who have made the UK their home, many of whom form part of our diverse workforce. For months, preparations have been put in place and initiatives created to help our colleagues understand the implications of Brexit – as it unfolds. Central to this is the EU Settlement Scheme which provides a mechanism for EU nationals to remain in the UK. We are keen to encourage all our European colleagues to register as soon as possible to allay any concerns they may have about the future. Please spread the word as much as you can. Above all, during this extraordinary time, let's Keep Calm and Carry On!

Another key topic is transformation. As you know, we have been undergoing major change across the business to ensure we are well positioned and prepared to tackle the future. I understand that change can be disruptive and uncomfortable, but it is also essential to our success. I want to thank you for making these changes happen, making a positive contribution to our collective future and for your patience as we work to achieve our goals over the coming weeks and months. Our working lives will be made easier as a result, I can assure you. A perfect example is our new Human Resources application. This went live at the end of July and now allows access to many self-service tasks including holiday booking.

Now I turn to business. As an organisation, we exist to serve our customers. We are a people business that helps to keep the wheels of industry moving – and in many instances literally. Our core activities involve developing strong, trusting customer relations. As our customers reap the benefits of their business successes and growth, so do we. Winning new business contracts is always an essential part of what we do and due to the skilful and motivated people working at the frontline with the support of those behind the scenes, we have become very

good at it. I am delighted to hear about the sales initiatives and competitions that are being run by teams across the country. They are fun, motivating and great team building exercises that have resulted in tangible success. Our new business focus has delivered notable wins from right across the Group. Some of these have also been as a result of the collaboration between people across the Group to deliver compelling propositions. This approach has allowed us stand out from the crowd. Congratulations to you all for your hard work in making it all happen.



Andrew Sweeney

And finally, with our collective businesses creating a community approaching 1,000 heads, we are privileged to share both work and private milestones for many of you – be it births and marriages, training accomplishments, charity events or competition winners. We are proud to share your experiences.

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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# Bailey Employment Services utilises SWS Group strength and wins 3-year contract

Bailey Employment Services, Melksham, has recently been awarded a 3-year contract with a leading manufacturing company in the region to provide between 50 and 120 temporary workers a day. A huge well done to all involved!

The team worked incredibly hard to position BES as a business worthy of inclusion in the formal tendering process. The work certainly paid off as they were duly invited to partake in a 'request to tender' which set the assessment wheels in motion. To achieve a compelling response, there was a united approach from across the SWS Group contributing to a great collaborative success and winning tender response. Well done team SWS!

Shaun Chilton, BES Branch Manager, worked closely with the client's procurement team to ensure the best chance of BES reaching the presentation



L to R: Shaun Chilton BM, Alex Dirman, Project Manager, Emilio Menghini, Consultant, Bev Broughton, Administrator & Beth Thomas, Consultant

stages. Trevor Higgs, National Sales, joined Shaun in the presentation meeting to help communicate the considerable resource that the BES brand has at its disposal as part of the SWS Group. As a result of the bid, Bailey Employment Services was triumphant.

Since the contract win, Emilio Menghini and Beth Thomas have worked closely with Alex Dirman from Onsite Connection to transfer the existing temporary workforce, along with setting up Infinity and Automate+ to replace the client's card-based clock machines.



## Emilio Menghini snatches Q2 sales competition victory

Emilio Menghini has won Danny Keyes' Q2 regional sales competition. Emilio, who has been with the company for the past three years, is a Consultant at BES Melksham working on the Industrial desk.

Well done on your achievement Emilio!

L to R: Emilio Menghini being congratulated by Shaun Chilton, Branch Manager

## Vicky White welcomes Oliver into this world

It's time to paint the house blue and to extend our warmest congratulations to Vicky White who gave birth to baby Oliver on July 1st this year.

Vicky, who is a Senior Industrial Consultant at BES, is pictured with her beautiful bundle of joy who weighed in at a healthy 7lbs 3oz.

He has his mother's eyes, don't you think?!

Congratulations Vicky!



Vicky with Oliver



# Brexit Update

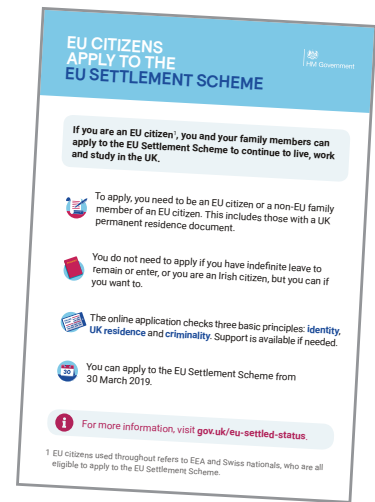


On 31st October, the likelihood is (at the time of going to press) the UK will be leaving the EU. The impact of the Brexit decision will shape the future of the country and its relationship with the EU. Of particular importance to The Best Connection is the position in which EU nationals find themselves after this deadline. The good news is the vast majority of our European colleagues will be able to continue with their lives in the UK as normal. However, to do so does require some 'paperwork' and this exists in the form of the EU Settlement Scheme. The deadline for registering with the EU Settlement Scheme is dependent on the negotiations between the UK and EU - 30 June 2021 (deal scenario) or 31 December 2020 (no deal scenario). Registration is free of charge - and the sooner people enrol - the better.

On August 15th, The Home Office announced that over a million EU nationals from across the UK had applied for the EU Settlement Scheme. This is great progress and represents around a third of the 2.9 million EU citizens that currently reside in the UK. The Best Connection continues to support initiatives to help accelerate this process for its EU Nationals workforce. The Brexit team, led by Alex Dirman and Roxi Sweeney, are running a number of initiatives and programmes to maintain the flow of information and advice to all employees and will be providing regular updates as the situation progresses. Some of the activities include company surveys, internal and external marketing, training videos and working with external organisations including the Home Office and the CBI to share and ratify information. **There are lots of things that can be done to spread the word – encourage our EU colleagues to enrol now - don't wait!**

According to the Home Office, "There is a wide range of support available for EU citizens and their families via phone, email and in person. This includes a dedicated Settlement Resolution Centre, over 300 Assisted Digital locations supporting those with limited computer access or skills and a network of 57 organisations, funded by the Home Office, helping vulnerable people such as the homeless, disabled and elderly to apply."

Below is a poster outlining the process – complete with QR code providing direct link to Home Office website application process.



You can read our latest Brexit Update on TBC's website here <https://thebestconnection.co.uk/brexit-update/>

## TBC Walsall hastily rehomed following fire damage

It must be said, July 24th, 2019 is a date in TBC Walsall's diary the team will want to forget. On the very day the branch had concluded its refurbishment, it was subject to severe smoke damage following a fire in the café below.

Thankfully, nobody was injured as a result of the incident but unfortunately, the damage rendered the office unusable.

The fire put our disaster recovery procedures to the test and our emergency protocol was immediately activated. Donning its own fire-fighting hat, the IT department launched into action to create a temporary office in a spare room at the neighbouring West Bromwich office. And they achieved this in under half a day! Hat's off to IT!

In true TBC collaborative spirit, the whole team pulled together to move the team's worldly goods to their temporary office. The West Bromwich team have been extremely welcoming to their new guests and have ensured they have

everything they need to make them feel at home.

We wish the Walsall team a speedy repatriation with their own office – and a fire-free future.



Walsall team settle into their temporary home



# Bailey Care Services completes 10K for Care for Veterans

When Bailey Care Services was approached to support a charity 10K run for Care for Veterans, there was no question there would be some willing volunteers ready to take on the challenge. Step forward Shannon Fitzpatrick, Rachel Hart and Zoe Wickens. With T-shirts purchased and emblazoned with Bailey Care Services - there was no going back!

Care for Veterans is one of Bailey Care Services' clients supported from the Worthing branch. The charity provides residential nursing care, rehabilitation, respite and end of life care to physically disabled ex-service personnel and their families. BCS has been supplying support staff for over four years.



L to R: Shannon Fitzpatrick, Rachel Hart & Zoe Wickens

As it was the charity's centenary year, the organisers were looking to enrol 100 people and asked BCS to be involved. The Worthing team didn't give it a second thought! None of the girls considered themselves 'athletic' but thought it was 'doable'. As to how the training and preparation for the event went - well, the girls confessed that this wasn't a priority and would meet the challenge on the day stating that they have never even run to the shops before - let alone completed a 10K run!

The route took Shannon, Rachel and Zoe along Worthing seafront, down a couple of residential roads and back along the seafront.

"We all struggled during the race as it was a really hot day. People were outside their houses with hosepipes cooling the runners down. Some of the permanent staff from the home pushed the veterans in their wheelchairs along the route. It was lovely to see the veterans able to be involved," explained Shannon.

At the end of a hard, hot slog, the girls all finished with respectable times - Shannon, 1 hr 16 mins, Rachel, 1 hr 22



mins and Zoe, 1 hr 26 mins. Not surprisingly, the run took its toll on the trio, who confessed they could hardly walk the next day because of their aches and pains!



The event was a great success with over £10,000 raised between the 100 runners. Well done ladies, you tackled adversity for a great cause and won through.

## BCS Welcomes Rachel James - Trainee Recruitment Consultant

We have great pleasure in welcoming Rachel James to the Bailey Care Services team. Rachel joined the Worthing team in February as a Trainee Recruitment Consultant. In previous roles, she has worked in litigation and customer service and joined BCS because of the extensive training and development opportunities the business offers. Rachel shares her experience:

"I have enjoyed every moment at Bailey Care Services. The team have been very supportive and encouraging throughout my training and I continue to receive help and support on a day to day basis. Prior to my interview, I was very nervous about what to expect, however, upon meeting Ami Feesey and the team I was instantly relieved by the friendly and welcoming environment.

"Ami has ensured that both the joining process and preparation for the Foundation course have run smoothly. The whole team have supported me throughout my Foundation - Richard from training was fantastic sharing his knowledge of BCS. I very much enjoy connecting with our clients and visiting the various care homes of new and existing clients.

"The Worthing office also presented another attraction that didn't go unnoticed. And that was the extensive amount of cakes and snacks available in the office kitchen!" explained Rachel.

"Rachel has fitted into the office team really well and has worked hard to complete her six-day Foundation training whilst picking up the day to day role. She has received great feedback from our clients who compliment her on her professional manner. I am excited to see Rachel progress and look forward to supporting her through her future with Bailey Care Services," said Zoe Wickens, Senior Consultant.

Outside of BCS, Rachel enjoys working on project cars including restoration and building and can usually be found in the garage.



Rachel James

## BCS Eastbourne Care Worker of the Month

The Bailey Care Services team work relentlessly to deliver essential care and support services to their clients, day in, day out, making a positive difference to many people's lives. It is particularly rewarding to share the achievements of individual members of the team that have shone over recent months and to acknowledge their efforts. For BCS Eastbourne, we would like to congratulate Kelly Isted and Caron Trueman for achieving Care Worker of the Month for July and August respectively. Well done to you both.

### Kelly Isted - Care Worker of the Month - July

Kelly Isted has been registered with Bailey Care Services, Eastbourne, since October 2018. She adopts a great attitude to her work, is conscientious, honest and a reliable member of the team. Such is her popularity, Kelly is frequently requested back by her clients. Kelly has been awarded this accolade for the time and effort she invests in the residents she supports whilst on shift. Congratulations Kelly.



Kelly Isted



### Caron Trueman Care Worker of the Month - August

Care Worker of the Month for August has been awarded to Caron Trueman. Congratulations Caron. Caron received the accolade for demonstrating great initiative when tackling a difficult situation during her weekend shift. "We were really impressed with how Caron handled some difficulties whilst on shift at the weekend. We rarely have any extreme challenges in our service, but we were fortunate that Caron was available to support," said Stephanie from Meads Care. Well done Caron, your initiative has not gone unnoticed!

*Gemma Nye (L), Consultant, BCS Melksham, presenting award to Caron Trueman*

## Jason Ties the Knot!

It is with huge smiles and Mendelssohn's wedding march playing in our minds, that we share news of a BCS wedding. Jason Shepherd, who's the Divisional Manager at Bailey Care Services, Abingdon, married Lisa Kent on 27th April at Horwood House, Milton Keynes. Many congratulations and future happiness to Jason and Lisa. Jason has kindly shared his experience with us – in his own words.

"It's Saturday, 27th April. This was the day I married the girl who agreed to put up with me for the rest of our lives! What started as a nervous morning with my

dad, best man and younger brother, turned out to be a fantastic day.

"Lisa and I were married at Horwood House just outside Milton Keynes. It was a windy but sunny day. In fact, it was so windy that at times Lisa lost her veil which flew into the crowd just after the ceremony!

"We were delighted that so many family members and friends were able to join us to celebrate our special day with partying continuing well into the night. Fantastic food was plentiful and drink continued to



Jason and Lisa Shepherd

flow. For our honeymoon, we flew to New York. On arrival at our hotel, we were delighted to have been given an upgrade to a king suite as it was our honeymoon and to top it all off, I was also able to enjoy Star Wars day on May 4th in Times Square!"



Marcus Jepson

## Marcus Jepson to support BCS!

**We are pleased to share with everyone that Marcus Jepson has returned to the SWS Group after a career break. Welcome home Marcus, it's great to have you back!**

Marcus has been a longstanding member of the business having joined TBC in April 2000. During his 18-year tenure, he was tasked with establishing a presence in the south east region which resulted in the opening of 14 TBC branches. Latterly, Marcus also had responsibility for other Group companies including CPA, BCS and helped to establish TBC and CPA in Canada.

After a year out pursuing other interests, Marcus has decided to get back in the saddle and has re-joined the team. He will now be focused on supporting Bailey Care Services to help develop and grow the teams and branch network.

"It's good to be back! I am really looking forward to giving 100% to my new role," said Marcus.

The new position will be more hands-on than his previous roles so you may even see some 'desk-padding' and client visits scheduled in his diary! We all know that Marcus thrives on a challenge and hopes to bring a bit of his old magic to BCS! Good luck Marcus!



# TBC John Lewis partnership blossoms

The Best Connection has worked with major high street retailer, John Lewis Partnership (JLP), for over five years. The onsite team has developed a strong relationship which continues to blossom.

As part of TBC's engagement with JLP, our very own Richard Owen from the company's training department, attended site in Milton Keynes to deliver an essential legislation course to the agency supervisors from the three supplying agencies. The day-long training covered topics including Modern Slavery, GDPR and Communicating with Impact.



Richard Owen delivering training at John Lewis

"This is the first time TBC has provided training for John Lewis and it was great opportunity to cover some really important topics that are critical for the delegates' day-to-day role. We're pleased John Lewis values our developing relationship as much as we do and hope to continue to build on this in the future," said Richard.

"The legislation course was an overall success. Thank you to TBC for coming up with this idea and delivering this course to our agency supervisors. For some, it has been a good refresh and learning opportunity. For others, it has been an eye opener

that will encourage supervisors to work closer together which is something JLP is keen to achieve," said Alison Loxley, Partner Manager, JLP.

"The feedback I received from the supervisors was that the training had been beneficial for their day-to-day role. They all sounded really engaged," added Richard.

## Gabriel scores a score!

As with so many customers, the TBC relationship extends outside of pure work to play as well. TBC was also invited to be involved in an annual national football tournament with JLP managers organised across John Lewis and Waitrose.

Our very own Gabriel Sirghie, Project Manager, Onsite Connection, represented TBC, playing for the Milton Keynes team. There were 48 teams involved and Gabriel's team made it to the quarter finals! They played seven games with Gabriel scoring 20 goals in total!

Congratulations Gabriel and Richard! We look forward to having more involvement with John Lewis in the future.



Pictured: Gabriel Sirghie bottom right

## Double marriage celebration for TBC Redditch



Steph Delahaye with husband Luke Smith

'Love is in the air, everywhere I look around', so sang John Paul Young. Well it certainly has been for two very happy individuals from TBC Redditch who have recently tied the knot.

Steph Delahaye, Senior Recruitment Consultant, married Luke Smith in July this year. The second Redditch branch wedding saw Peter Christie, Branch Manager, marry Heather Lees-Emanuel in August.

Congratulations to you all and good luck for the future.



Peter Christie marries Heather Lees-Emanuel

# When 2 Become 1!

## TBC Mansfield & Sutton merger

Hold your horses, we haven't found temporary work for any of the Spice Girls, but we can report on the sweet music of progress by announcing the merger of two TBC branches, Mansfield and Sutton in Ashfield, to create a new and exciting super-branch!

The 'coming together' has been driven by positive events and circumstances. Both teams have literally outgrown their respective offices through organic growth that has resulted in more staff than space. The question was, with an inevitable move for both locations on the cards, what would be the best solution for both customers and TBC staff for the future? On balance, due to the geographical proximity of the two branches, it was decided that that a single 'super-branch' based in Mansfield - housing both teams - would deliver the most benefits.

As for logistics, Sutton in Ashfield's move to the new office, which is located at 39B Stockwell Gate, Mansfield, NG18 1LA, took place on Wednesday 14th August followed by the Mansfield team on Thursday 15th.

### So, who are the super-branch team?

**Mansfield Team:** Debbie Shore, Senior Account Manager, Danny Harlow, Senior Account Manager, Maria Rozkosz, who oversees all the recruitment challenges at Sports Direct ably supported by her team, Urszula Lubecka, Resourcer, Ioana Nica, Resourcer & Daniel Wozniak, Resourcer.

**Sutton in Ashfield Team:** Lee Bennett, Senior Manager (Sutton/Mansfield & Cannock), Alan Clarke, Branch Manager, Scott Ingham, Senior Consultant, Jasmine Stone, Consultant, Sam Smith, Consultant, Tela Crew, Consultant, Marzena Palen, Resourcer & Chloe Wood, Administrator.



L to R: Lee Bennett, Maria Rozkosz, Ioana Nica, Chloe Wood, Jasmine Stone, Alan Clarke, Marzena Palen, Tela Crew & Daniel Wozniak (Colleagues unavailable for the photo: Scott Ingham, Sam Smith & Urszula Lubecka)

# TBC Doncaster races to open

Oyez, oyez, oyez! TBC Doncaster is open! Read all about it!

Doncaster, which is well-known for its horse-racing heritage, has a new claim to fame with the grand opening of a spanking new branch for the TBC team earlier this year. The office is located near to the city centre and attracts excellent footfall from its busy courtyard location. Congratulations on your new home Doncaster – you're an odds-on favourite to do well!



Doncaster team, L to R: Jessica Platts, Paul Langthorp, Katie Shepherd & Becky Webber

TBC's expansion into Doncaster has been driven by all the good work undertaken by supporting branches in Sheffield and Barnsley which have been 'caretakers' for the area on a remote basis. The branch has successfully supported an on-site client managed by Gemma Ashmore who has recently given birth to a baby boy. Congratulations Gemma!

Whilst Gemma is on maternity leave, the customer will be in the capable hands of Katie Shepherd. Katie will also have an extended role to oversee the management of the branch when Senior Manager, Marc Dawson, is unavailable. The HGV desk is the responsibility of Senior Consultant, Paul Langthorp, who transferred from TBC Hull to take on the challenges of a new start-up desk. All the best to Paul with this. Adding to the all-star team are Jessica Platts and Becky Webber.

Doncaster presents a rich spread of local A-Z opportunities which the team will aim to develop under one of TBC's core 4 pillars; 'Winning Good Business'. Although early days, with Marc Dawson at the helm and a strong, determined and motivated team, the branch will no doubt flourish and make its presence felt in the business community.



# Trudy supports Riding for the Disabled Association



**"I am often asked, 'what do you do in your spare time?'" says Trudy Carr, who in her day job, is one of TBC's Branch Managers, holding the fort at Milton Keynes.**

"Well, I am a volunteer and trainee coach at my local Riding for the Disabled Association centre - Shacksbarn and Buckingham RDA. I recently took a week's leave to volunteer to take six of our children away on holiday to enjoy a truly magical experience at the Riding Centre in Wales. We had a brilliant time," says Trudy.

The RDA is an inclusive and diverse organisation whose horses benefits the lives of over 25,000 disabled children and adults with physical and learning disabilities and autism. This is only possible because of its huge support structure that mobilises 18,000 volunteers and qualified coaches working across its 500 centres in the UK. Through a range of activities, including riding and carriage driving, participants benefit from therapy, fitness, skills development, opportunities for achievement and lots of fun!

"Over the week, we enjoyed picnic rides and hunting for horseshoes - which we decorated - or in some cases decorated

ourselves! We also organised a sponsored ride which raised over £600. Of course, for us to take these children away, we needed an army of enthusiastic volunteers. Fortunately, I own a horse that the children can ride but he's out of action right now, so we are fundraising to buy one of our own for the centre. As you can imagine, it takes a special kind of horse to do the job," Trudy added.

If you would like further information on the RDA visit [www.rda.org.uk](http://www.rda.org.uk) or donate to the national RDA at <https://www.rda.org.uk/donate/>

To make a donation to Shacksbarn and Buckingham RDA you can visit Trudy's GoFundMe page.

[www.gofundme.com/f/riding-for-the-disabled-pony-needs-your-help](https://www.gofundme.com/f/riding-for-the-disabled-pony-needs-your-help)



*Trudy leading a pony and rider*



*Volunteers preparing horse and rider*

## Joan receives a special birthday surprise!

**Time perhaps is the only constant – someone once said. It benchmarks all our lives and experiences. For TBC's Joan Riley, not only has she recently celebrated a special birthday, but she has also been with the company for 20 years. Happy Birthday and Happy Anniversary, Joan!**

Joan, who is based at TBC Leeds, started with the company providing branch administration and has since gone on to provide support and training for many newcomers across the SWS Group among other activities.

"Over the past few years, Joan has been my PA and has also acted as a relief administrator for the branches, mentored new administrators and has been involved in the delivery and training on StaffPlus booking and payroll system, on which she has become a bit of a guru," commented Phil Simmonds, Director.

As the smiley photo of Joan suggests, she was delighted with her birthday presents which included six Waterford crystal champagne flutes, a presentation box of Louis Roederer champagne including a bottle of Cristal and a large box of Liz Earle toiletries. There's a bit of a theme emerging here, Joan!



*Joan Riley*



# Building on TBC Coventry's strong foundations

TBC Coventry has well and truly stood the test of time after racking up over two decades of service in the city. At the heart of the operation is their successful HGV division which services local businesses. The team currently supplies to over 40 customers each day, ranging from SME's to large organisations.

So, who are the faces behind this operation? With thirteen years' service between them, Richard McCausland, who started on 24th June 2013 and Richard Lewin a year earlier in July 2012, have been the mainstay of the operation. Together



L to R: Henry Alonso, Asa Cox, Richard Lewin, Richard McCausland & Andy Presley

they have established a strong brand for the business and a loyal customer base. They were joined 18 months ago by Asa Cox and Henry Alonso to build on this strong foundation by developing new business opportunities. Asa and Henry, who are relative newcomers to TBC, are flourishing in this successful environment and are bringing on new clients.

"The success of the division can be attributed to three main factors. Firstly, the team have a great rapport with their drivers - ten of whom have worked with the team for over a decade. The relationship is further strengthened by the CPC courses run in the branch on Saturdays which members of the team also attend. Some of the team have even attended a long-term driver's wedding! Secondly, a strict commitment to only taking on 'good business', which is qualified by decent pay rates for the drivers, a good standard of vehicle and efficient planning with the client so that the drivers are aware which runs they are assigned to in advance so there is no need to look elsewhere for work. And thirdly, the support of an excellent payroll team that ensures the temporary workers are paid correctly and on time each week," said Andy Presley, Senior Manager.

Well done to the team for their achievements over the years which has made them the fourth largest HGV division, on financial performance, in the business.

## TBC Nottingham has the XPO Factor!

**TBC Nottingham kicked off the last half of 2019 by securing a new partnership with XPO British Gypsum, East Leake. Congratulations team Nottingham – what great news!**

Following a decision by British Gypsum to award XPO Logistics its UK supply chain contract, TBC Nottingham has been in discussions with XPO to facilitate the transfer of temporary staff. In addition, as the East Leake site was to become the flagship location for XPO, there was a requirement to find drivers for an additional 20 new units that would be operating from the depot.

Over a three-week period, the team transferred 20 warehouse operatives, 14 drivers and recruited a further 20 new HGV drivers to maintain a pool of 34.

"The recruitment campaign has been a great success. We worked closely with the client and used our local marketplace knowledge to establish the appropriate pay rates that would help to position XPO British Gypsum as the employer of choice. It has been a great example of client and supplier working in partnership to achieve a mutual goal. There have been challenges but we have enjoyed the buzz that has been injected into the driving desk and the branch. We are looking forward to working with our new client and developing our

partnership further for many years to come," explained Sam Taylor, Branch Manager.

The Nottingham team would like to extend their thanks to Dan Coley from TBC Leicester and Nicky Jarvis from Key Accounts for their support in setting up the account. A great team effort.



L to R: Dave Walter (TBC), Russell Burrell, Transport Manager, Ben Caranci, Warehouse Manager, Alan Quinlivan, General Manager & Sam Taylor (TBC)

## Back to school for Tom, Nic and Stuart at CTS!

**It's been a successful year of learning for CTS employees, Tom Lee, Nic Hollick and Stuart Macan-Lind who have studied and passed their NVQ Level 1 in Customer Service. Very well done to you all!**

With the help and support of Iain Brown and his wonderful Training and Development Team they all completed the course with flying colours.

The NVQ covered a broad base of skills appropriate for learners at any stage of their career in Customer Service from those who are just starting out, handling customer queries, to those responsible for an organisation's overall customer service strategy - analysing customer feedback and planning improvements.

"It's been great to learn and at the same time implement those newly acquired skills," commented Nic.

All the training was office based, with NVQ assessor, Lea-Anne Thompson, visiting Tom, Nic and Stuart at their place of work.

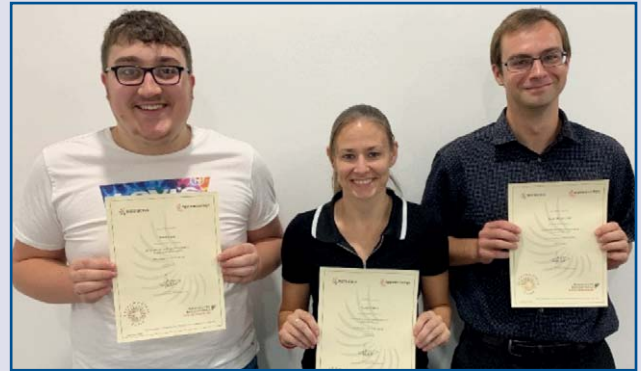
"I really enjoyed the variety of the course. We were able to learn as a group as well as individually," said Stuart.

Tom and Stuart have now moved onto Business Administration, Level Three.

"I really feel I am learning new skills that benefit me and the business. Part of the course covers project management, which really interests me as a possible future career," said Tom.

As a gold standard Investors in People employer, CTS firmly believes in promoting the learning and development of all employees and Tom, Nic and Stuart are shining examples of this.

"Training and development of our people at all levels is key to the long-term success of our business," added Mark Gooden, Director.



L to R: Tom Lee, Nic Hollick & Stuart Macan-Lind

## Backline Logistics achieves best quarter ever!

**Backline Logistics announced a record quarterly turnover in July 2019 as the Leighton Buzzard team experienced its busiest month ever. The results were due to new contracts signed with key customers earlier in the year and this has delivered the most profitable quarterly results on record for the business. Congratulations team Backline!**

"We wouldn't have been able to achieve this level of business without the support of our dedicated driving team who represent Backline Logistics and our customers every day," said Louise Gaunt, Operations Manager, Backline Logistics.

To celebrate the milestone, the company arranged a slap-up meal in Milton Keynes for all the drivers as a token of appreciation for their hard work.

An increase in business often translates into additional administration and so this has been the case. To support the company's growth, Backline welcomes Lyn Vines to the team to help with this vital function. Lyn has a background in transport and brings with her knowledge of the Road Runner System, which is used to plan, schedule and invoice Backline's customers.

### Fleet Expansion

The company has recently added a further six, 2019-plate vehicles to its fleet which has been key to the increase in business. Its fleet now consists of vehicles that are 67-plate or newer.

"The brand-new vehicles have been well received by all the drivers at Backline. They will improve our brand image as we continue to grow as a business," said Liam Murnaghan, New Business Manager.

Backline's vehicles are all fitted with the latest camera and telematics equipment to help with its 'safe driving campaign' which aims to reduce accidents. In addition, the technology will deliver operational benefits by tracking all deliveries from collection to delivery point. This will enable the business to keep customers fully informed of progress.

"Backline's ability to be nimble and adaptable is a key operational differentiator for us. Our strategy of targeting customers requiring mechanical handling support and temperature-controlled environments is key to our

success," said Mark Gooden, Director.

The successful delivery of Backline's strategy is centred upon great collaboration and that demands team members working as one efficient unit.

"Louise Gaunt and Chris Jacques have the skills and ability to manage and modify the daily plan at any point. This relies on the buy-in from our drivers to react to these scheduling changes. Cathy Searle's organisational skills ensure purchase orders and proof of delivery paperwork are up to date and Liam Murnaghan's ability to target new business opportunities as well as supporting operations at key times is also a crucial part of the team's collective approach to the customer," added Mark Gooden.



Louise Gaunt



Throughout 2019, demand for Backline's training services has grown exponentially, resulting in record sales for the company. Under the management of Sam Hay, the team of talented trainers, with some additional help from a number of freelancers, have been supporting customers - both near and far - with their training needs.

**Let's meet the Backline superstars . . .**

**Richard Stentiford**

With ten years' service to his name, Richard holds a full HGV C+E licence and has experience with a variety of driving including plant, HIAB, palletised work and hazardous goods. He is a qualified RoSPA Advanced Driver and has delivered hundreds of hours of Driver CPC training. Richard also delivers HIAB, Forklift, MEWP and ADR training.



**Andy Callan**

Andy is a long-standing member of the Backline training team and holds an HGV C licence. He is a qualified emergency response driver through his work with Devon & Somerset Fire & Rescue Service and RoSPA Advanced Driver. Andy delivers Driver CPC, HIAB, Forklift and ADR training.



**Ben Longhurst-Prior**

Ben returned to Backline in 2018 after a break working as an Apprenticeship Tutor. He holds Qualified Teacher Status and has been involved in both youth and adult education for a number of years. Ben has a C+E driving licence, ADR licence and is a qualified First Responder (Level 3 FREC) – a qualification that he uses for ad-hoc, self-employed work at weekends, predominantly at various equine events. He is also a member of the Chartered Institute of Logistics & Transport (CILT). Ben currently delivers Driver CPC, First Aid and Trailer Towing courses.



**Sam Hay**

Sam is responsible for the sales, marketing and general running of the training division and occasionally covers courses. He has been with Backline since 2011 and during that time has worked in most areas of the business. In 2017 Sam gained his ITSSAR Instructor/Examiner qualification, enabling him to deliver accredited MHE training.



"The team have worked tirelessly to deliver quality training to our growing client base. To help manage the demand, Sam has designed and implemented Backline's on-line booking facility. This will make booking, scheduling and overall management of the training courses across all sites much easier," said Mark Gooden, Director.



**Fantasy Football Update**



**new season underway**

The new Fantasy Football season has begun in earnest with over 50 teams entered in the competition. Who are favourites we ask? Will Andy Nuttall retain his title, or is there a new kid on the block vying for this prestigious accolade?

In the first week of competition there have been some high scorers with two managers topping 100 points, thanks to the usual suspects, Sterling, Sallah, Kane and Rashford scoring well. It also looks like the 'Manager of the Year' title is going to be fiercely contested with 74 teams competing. Rumour has it that a trophy is on the cards for the winning manager this year. It's time to dust off that mantlepiece!

**Here's the top 10 after week one:**

1	Who's Your Daddy	103	James Walker
2	Enter Shaqiri	101	Chris Glover
3	Rich Mac BCFC	97	Richard Mccausland
4	Spike FC	95	Brian Bourne
5	Barmy Brummies	93	Mike Williams
6	Delph And Safety	93	Tom Busby
7	Gravy n chips fc	92	Paul Langthorp
8	Long Dong Silver	91	Andy Nuttall
9	NeverSayNevesAgain	90	Jordan Langley
10	Glyfi as charged	89	Oliver Darley

# TBC Crawley has Gatwick Airport in its sights

It has been reported there have been some exceptionally exciting things happening in the Crawley office that will give the team a flying start! With the UK's second largest airport sitting on its doorstep it was only a matter of time before TBC would look to penetrate the aviation sector in the region. We are pleased to announce that the first aviation desk was officially launched on August 5th with plans to compete for the thousands of temporary worker roles at London Gatwick Airport (LGW).

To reach this point has not been an easy process as the sector is governed by high security and stringent rules that understandably all need to be satisfied, however, the amazing news is TBC has now achieved 'Signatory Status' which allows the business to supply directly into LGW Airport. Passes can now be provided for TBC's temporary workers for all 'categories' allowing them to work in all areas of the airport.

The team is currently working hard to create a sector-specific model that can be rolled out across other UK Airports – so, keep your eyes peeled for The Best Connection's logo popping up in an airport near you!

The move into the aviation sector is an exciting venture that will give TBC exposure to a significant new market. Let's just say, the sky's the limit!



L to R: Emma Thompson, Crawley BM, Charlotte Coughlan, Aviation DM & Natalie Uzun, Aviation Resourcer

## A little peek at Kinny Rock, Assessor-Tutor, TBC Training

Many of you may have met or spoken to Kinny Rock in her capacity as Administrator in the Training Department when you have needed her help to arrange courses and other training related activities. Here's a little peek at what she's doing now and her road to success.

Kinny began her journey with the company as an Apprentice Administrator in 2015 and has since become a key member of the training team. In September 2018, Kinny joined the qualifications team as an Assessor-Tutor and hasn't wasted any time gaining some additional qualifications. In her first six months with the new team she



Kinny Rock with her Level 3 Certificate in Assessment Vocational Achievements

gained a Level 3 Certificate in the Principles of Recruitment and recently achieved a Level 3 Certificate in Assessment Vocational Achievements.

"With the successful completion of my Level 3 Certificate, I can officially assess work to nationally recognised standards. It took me six months to complete, during which time I learnt about the different methods of assessing a person's competence for a role. I would say the best aspect of my new job is developing and supporting staff through their qualifications. I really enjoy seeing people succeed and becoming more confident recruitment consultants," explained Kinny.



# A Day in the Life of...

## Anthony Logan, Recruitment Consultant, Mississauga Branch, TBC Inc.

### In his own words . . .

My workday begins the moment I get into my car, listening to some Chronixx pumping, shaking my head to the beat! Awake and focused, I start planning for the day ahead, thinking about who I need to call, jobs I need to fill and other tasks I need to complete. The aim is always to find the right employees for our clients' staffing needs and to ensure our clients provide proper working conditions for our employees' health and safety.

When I arrive at the office around 7:30am, I start calling all my check-ins - after eating a delicious breakfast of course - then I will call the associates from the previous day who had finished or started working after closing hours. I also check my emails for any new messages from my clients or employees.

At 8am, I shout out loudly in the office, LET'S GET THIS PARTY STARTED! then, after completing the running sheet, my plan and check-ins are given to the administrator for updating.

My morning then becomes a combination of contacting my clients about their staffing requirements, going through resumes, calling and booking suitable candidates and conducting scheduled interviews. Later in the day, I start making reference calls which could also become a sales call. At least two hours or more are spent on the road doing some desk-padding to acquire new clients or visiting existing clients, using my charm and charisma(!) to obtain another booking.

The rest of the day is spent calling associates whose shift has ended to find out how their day went and calling new



Anthony Logan

starts for the night shift or the next day to ensure they have all the information they need for their new job. After completing all my tasks for the day, I turn to my colleagues and say 'great day guys, see you tomorrow', I also say "bless up unnu self" which means 'take care'.

I am fortunate to have great colleagues and managers across The Best Connection who make my job so easy and fulfilling, which is so important to me.

## Phil Hopkins promoted to Branch Manager

**Congratulations to Phil Hopkins on his recent promotion! Phil worked in the retail sector before joining the company in January 2013 as a Trainee Recruitment Consultant working on the industrial plan. As it was a new branch at the time, there were very few temporary workers out daily. For Phil, this was just the challenge he was looking for where he could make a real difference.**

After passing his foundation course training with flying colours, Phil was laser-focused on establishing the Ipswich industrial plan. He did this by concentrating on the basics with determination, a strong work ethic and consistent application. With a caring and 'can do' approach to business, nothing was ever too much trouble for him.

Phil soon won numerous new clients which resulted in the plan growing significantly. By 2015, the plan achieved its highest weekly margin which was followed by Phil being promoted to Senior Consultant.

His colleagues agree that Phil's success is down to his enthusiasm and competitive spirit - he just doesn't like losing to the competition! His contribution to the HGV plan over the past couple of years has also had a positive impact on the branch and his career, which was deservedly recognised this July when he was promoted to Branch Manager.

"Phil's story shows what can be achieved for any new starter with TBC if you have the right attitude, work hard and turn challenges into opportunities. All your career aspirations can be realised!" commented Dave Schilling, Director.

Well done Phil, we're sure the Ipswich branch will continue to go from strength to strength.



L to R: Rob Mittell congratulating Phil Hopkins

# Introducing . . .

## Anna Bach Contract Coordinator, BES



Anna Bach

**How long have you worked for SWS Group and in what capacity?** I was TUPE-ed by TBC from Templine in August 2013, so it is now six years since I started my SWS adventure. I became part of TBC following the takeover of the Amethyst contract where I was an Onsite Manager. I was responsible for recruiting and coordinating assignments for 50 people and in the peak season up to 300 temporary staff. My role today is Contract Coordinator for Lloyds Banking Group. In this role I travel around the UK to register new candidates and then attend their assessments at the Bank. I check them in for their first day and then visit them periodically for 'Temp Surgeries'.

**What do you enjoy the most about your current role with BES?** Honestly, there isn't a single thing I do not like about my job. I am passionate about it and absolutely love it. I love that the job is very challenging. It gives me an opportunity to improve and progress every day. It's helped me to conquer my weaknesses and improve my self-confidence. I meet new people every day and make fantastic friends. This role also allows me to combine my knowledge in finance and banking with the experience I have in human resources. There is a great team spirit in our Goole office. Everyone – colleagues and management alike – work hard to make it all happen.

**Describe a typical week at work** This is difficult as every week is so different! If I can give an example - starting on Monday I'd be checking in new starters in Halifax, spending time with them, joining their first couple of hours training and helping them to gain a good understanding of their new roles. Then I would spend some time with managers, discussing any

issues followed by Temp Surgery. A hotel stayover is followed by a trip to Leeds to register new candidates in The Job Centre followed by a workshop assessment at the bank. Wednesday, travelling to Chester for more new starters and Temp Surgery sessions.

On Thursday I'm in Manchester where I lead the registrations and Temp Surgery and then Friday is spent travelling to the Bailey Branch in Goole to catch up with my colleagues, handover documentation and arrange all places for the following week. Hurray - Friday! However, there will be Monday and Tuesday in Andover - every week is very different!

**What do you find most challenging about your current role?** Definitely the driving – I travel around 2,500 miles a month. Staying in hotels helps, however; I miss my cats.

**What interests do you have outside of work?** I am fanatical about running, cycling and have fallen in love with yoga. I've run a few marathons including Warsaw, Edinburgh and Ibiza and completed my first Ultra marathon this year in Yorkshire which was part of my 50th birthday resolution. I have also entered a couple of cycling events, including the Whitehaven to Sunderland C2C which is the one I am most proud of.

**Tell us an interesting fact about yourself** I am an Army General's daughter and based on my family ancestry I am probably a direct descendant of Genghis Khan!



Danielle Alderton

## Danielle Alderton adds commercial flair to BES Goole

We are delighted to welcome Danielle Alderton who has joined Bailey Employment Services in Goole as a Commercial Desk Consultant. Great to have you aboard Danielle!

Danielle joined the team in January 2019 bringing with her a management background in the restaurant, storage and logistics sectors. As the Commercial Desk Consultant, she takes care of both the temporary and permanent recruitment responsibilities and has quickly taken control of the desk - and

we are told - the pipeline is flowing! What a great start, Danielle!

In her spare time, Danielle likes gaming and Star Wars. She is also an avid Formula 1 racing fan and has been to Silverstone to experience the real thing. Danielle has a sharp sense of humour and has become a well-liked and respected member of the team. What's more, Danielle is already receiving great reviews on the website. Keep it up Danielle and welcome to the party!



# Izzy, Laura and Becky get **Pretty Muddy** for charity!

Our very own Izzy Bullas and Laura Armstrong took part in the annual Pretty Muddy Race for Life in aid of Cancer Research UK. And, judging by the pictures, what fun they had! Of course, this was all for a great cause and one that is very close to their hearts.

Senior Consultant Izzy and Recruitment



L to R: Becky Maskill, Laura Armstrong and Izzy Bullas

Resourcer Laura, who both work on the Lloyds Banking Group division, joined Becky Maskill's team and between them raised £1,225 for the charity. Well done ladies!

Becky left BES last year to work school hours at her children's school and has remained good friends with her old teammates. Last year, Becky shared with SWS Best News the story of her own battle with cancer and how she overcame it. Becky is a devoted supporter of this charity and is very active in fundraising activities for them. It's great to see the old team reunite for such a worthy cause.

It's also great news to hear that Becky is doing well and what



L to R: Laura Armstrong and Izzy Bullas

smiles! A huge well done to the trio. Your actions will make a difference.

## Fleetmaster

### Yusen Logistics

#### driver training partnership delivers tangible results



**Train-the-trainer can be a leap of faith between customer and supplier, but if it works well it can result in compound benefits for both parties. In this story, Fleetmaster put its trust in the hands of Yusen Logistics and the results have been outstanding. Let's take a look at the backdrop to the training partnership.**

Fleetmaster has been a training partner to Yusen Logistics since early 2015. This relationship was strengthened in 2018 following the launch of Yusen's Safe and Fuel-Efficient Driving (SAFED) training initiative which was extended to all professional drivers within the Yusen Group. Fleetmaster was invited to deliver driver CPC in November 2018, however, following discussions with the client, it was decided to include the training of five of their internal staff to help deliver SAFED using a Fleetmaster accredited Driver Certificate of Professional Competence (DCPC) centre.

Since the start of the programme in January 2019, the

partnership has delivered over 100 training days, with 144 drivers benefitting. Drivers now receive their annual SAFED assessments with their internal annual assessment.

As the training is accredited by the DCPC, it has removed the need for classroom-based DCPC training activities. This has resulted in reducing the downtime for multiple drivers and delivering cost savings on Driver CPC training.

"Fleetmaster placed an enormous amount of trust in the selected trainers - a decision that has turned out to be a great success. The team are 100% committed to providing beneficial, professional and knowledgeable on-road training 'the Fleetmaster way'," said Ian Lettice, Operations Manager – Commercial Services, Fleetmaster.

**As a result of the improvements in driving efficiency, the company has benefited from a 6.3% reduction in fuel consumption.**

# Driver of the Year

The world-famous Silverstone racing circuit was the epicentre of Centrica's Driver of the Year competition which was held on August 1st this year with assistance provided by our very own Fleetmaster team. Sounds like great fun and from all accounts it didn't disappoint!

It was the first van-only 'Driver of the Year Competition' to be run in the UK for at least five years which made the occasion even more special. With Vauxhall, Michelin, ATS, Hitachi, Porsche and Fleetmaster supporting the event, it was destined to be a great success.

The idea was conceived by Centrica to recognise and promote driver professionalism across its UK commercial fleet. The competition provided an ideal opportunity to recognise and reinforce safe vehicle operation, specifically low speed, reversing and basic manoeuvring. It was also designed to measure a driver's skill behind the wheel, knowledge of safe driving regulations and understanding of equipment used.

Competitors had to undertake a series of tests including vehicle pre-check, parallel park and reverse bay parking, serpentine (truck), serpentine (forward/reverse), straight line stop, rear line stop, water obstacle (ease & squeeze) and Porsche



experience track. The combined scores from each of the eight events determine which driver had the highest score for the day. Awards were given to the top 15.

Fleetmaster delivered all the 'Blue Van' activities and helped in facilitating the entire day, ensuring safety was paramount. The event was a major success and Centrica have plans to run a second next year to include other areas of their business.

"This is the first time in several years a van only driver of the year competition has run and what a great success it was. Working with British Gas and their strategic partners has proven how

working together to give drivers a reward for driving safely and efficiently gives well deserved great recognition to these drivers," says Jamie Boocock, Director, Fleetmaster.



Silverstone's Porsche Experience Centre

## Fleetmaster awarded Northern Powergrid Driver Training and Driver CPC Contract

**Fleetmaster has won the Northern Powergrid Driver Training and Driver CPC Contract after a robust procurement process.**

The new three-year contract with the company responsible for keeping the lights on for 8 million people across the North East, Yorkshire and northern Lincolnshire, will see Fleetmaster deliver all driver training and Driver CPC to Northern Powergrid's new and existing drivers, supporting their drive to become one of the safest fleets in the UK. As part of the contract, Fleetmaster will create tailored courses to meet the needs of Northern Powergrid drivers to ensure targeted training is delivered at the highest quality.

Fleetmaster takes a holistic view with regards to driver risk management and continually invests in the development of new training products and services to maintain its position at the forefront of its chosen profession.

Jamie Boocock, Fleet Director at Fleetmaster, said: "We operate

a lean and efficient service designed to place resources in the right places at the right times. To achieve this, we have developed a range of processes that will enable us to provide demonstrable efficiencies to Northern Powergrid."

Chris Charlton, Driver Safety and Performance Manager at Northern Powergrid, said: "Our goal is to have one of the safest fleets in the UK. Safe driving in the workplace is a challenging and constantly changing environment so it also essential that we have a training programme for our drivers that is capable of adapting to changes in order to meet our expectations and requirements."





# RS Components shares £50K in team competition

In a recent competition run by RS Components and sponsored by its CEO, Lindsley Ruth, the lucky winners were in-line to win a share of a handsome £50,000 cash prize. Wow, that's generous!

We are delighted to say that two of TBC's very own temporary workers, Abbie Armstrong and Peter McCabe, were part of the 15-strong winning team who shared the spoils equally between them. Congratulations to Abbie and Peter – what a great bonus!

To win the competition Abbie and Peter and their team members took part in a project that involved utilising a Clamshell box for certain products. The outcomes resulted in reducing packing time by more than 50% and increasing customer satisfaction.

Both Peter and Abbie, who have been with TBC for over a year, pack and re-pack items and components at the company and

support other departments, such as Inbound, when called upon.

Well done to you both!



Lucky winners Pete & Abbie pictured with Bart Krogulec (centre, TBC)

## Sales Day at TBC Newcastle a fun success!

There are a couple of things about salespeople that are generally true – they don't like to lose, and they also like to win prizes! Furthermore, the thought of having to undertake some embarrassing and potentially unpleasant forfeits also focuses the mind! For TBC Newcastle, their 'sales day' had all the above elements of a humdinger of a day with a large spoonful of fun thrown in.

"We had a great sales day that produced some brilliant results. From our collective efforts we ended the day with five new visits booked, 30 emails exchanged and two pre-bookings made. What's more, morale was high, and the day generated

great energy and a competitive spirit," reported Paula Cherry, Divisional Manager.

And as for the 'motivating' forfeits, these included, dancing like a ballerina, acting-out animals with masks, sit ups, press ups, wearing clothes back to front, eating raw eggs and milk and piggy backs! Sounds terrifying!

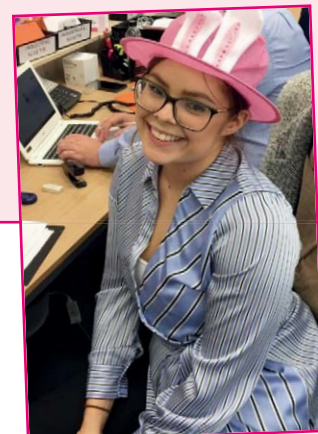
Whilst everyone was a winner on the day, James Walker and Paula Cherry both finished on 25 points each! Well done team Newcastle – a great example of how a bit of fun and friendly competition can produce great results.



Chris Burtle's forfeit – wearing his clothes back to front for an hour!



James Walker's forfeit – giving a piggyback to his plan partner, Chris Burtle, across the office



Lily Easto's forfeit - to dance like a ballerina from one end of the office to the other

# Lucky 17

## -TBC opens in Basingstoke

The Best Connection has opened its doors in Basingstoke, or as the locals sometimes refer to it, 'Amazingstoke'. This will be the 17th branch in the South East region. Congratulations to the new team.

The TBC crew spearheading the new branch includes Branch Manager, Shaun Cole, who has been with The Best Connection for just over 12 months, based in Guildford. Shaun brings a wealth of experience to the business and has built up a good client base and strong team around him. Joining Shaun is Ben Whelan who has also made the move to Basingstoke from the Guildford branch where he has worked for nearly three years. Ben brings his extensive TBC knowledge and great enthusiasm to the team. The third team member is Harry Bethray who is a new joiner to The Best Connection having started three months ago. Supporting the sales team as Branch Administrator is Katie Collins. Katie is the newest member of the team having come

onboard just over a month ago.

"When I started to oversee the Guildford branch, I quickly realised the potential a branch in Basingstoke would have. I'm really excited to see the new team come together and look forward to watching the branch develop and fulfil its potential

over the coming months," said Sean Marten, Senior Manager.

The Basingstoke branch will operate across a wide geographical area including north Hampshire and parts of Berkshire, stretching from the Hook to Andover and Newbury to Alton.



L to R: Ben Whelan, Harry Bethray, Shaun Cole, Sean Marten & Katie Collins (front row)

## TBC Wakefield delivers new Onsite at ARC Building Solutions

When your client's Managing Director recommends your service to others, you know you're doing something right. In this instance, the recipient of such an accolade was TBC's onsite implementation team at ARC Building Solutions, Leeds.

In March this year, TBC progressed the customer from an 'added-value' account to an onsite, enabling the team to implement continuous improvements across the site.

Feedback from the customer has been very good with notable improvements in communications reported and an estimated 10 hours saved each week through more efficient administration and shop floor management. ARC is also pleased with the reporting of KPI's which are cited as clear and simple.



In addition to TBC's enhanced presence, the customer has also adopted a new time and attendance system (T&A) which has been well received.

"The implementation of TBC's T&A system has improved the accuracy of the invoice and payroll process and helped ARC take away the manual clock cards, saving four hours per week. There have been no issues since the implementation of Infinity. The hours and costs produced have been very accurate and this has contributed to a time saving for us," said Clair Richardson, Quality & Finance Manager, ARC.

Congratulations TBC Wakefield on a successful project and outstanding customer feedback!



Marek Tancos, Recruitment Consultant



# 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/](http://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



Management Opportunities are available in our current TBC branches:  
Carlisle, Enfield, Preston and Truro



CPA  
Permanent Senior/Recruitment Consultants



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

Abingdon, Bedford, Bristol, Doncaster, Gloucester, Ipswich, Norwich and Warrington



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

Birmingham, Abingdon, Banbury, Cardiff, Carlisle, Gloucester, Ipswich, Leicester, Manchester, Newport, Nuneaton, Preston, Sunderland, Truro, Watford and Wolverhampton



Bailey Care Services  
Senior Consultant/  
Divisional Manager –  
Newport



Senior Technical Consultant opportunities in:  
Chesterfield and Poole

Want more details?

Please contact Andy Guest on 0121 504 3065  
or email [andy.guest@thebestconnection.co.uk](mailto:andy.guest@thebestconnection.co.uk)

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Paper from sustainable forestry