

SWS... BEST NEWS



Let's talk!

As I write this introduction to the final edition of SWS Best News 2019, I reflect on another successful and not to mention transformational year. I would like to begin by extending my gratitude to you for your hard work, enthusiasm, loyalty and willingness, not only to embrace change, which I know can be challenging and unsettling, but to be an active contributor in streamlining our business processes. Change has been a consistent theme throughout this year and will continue to be a part of our evolution.

Our industry is constantly evolving to adapt to our customers' changing requirements. We need only look at the automotive industry and the innovation that is leading to autonomous vehicles and driverless trucks to gain a glimpse of what the future will look like. Automation, digitisation, shifting labour force dynamics and the changing nature of work will all shape our world, so we need to be prepared as we move into a new era. Change in our markets, new digital competitors and regulation will all continue to challenge our ability to be flexible and responsive; it also produces an opportunity for us to stand out from the crowd to be even more successful. What is consistent, however, is you and the part we all play in shaping our future.

The headline message of this issue is 'let's talk'. In a 24-7 online digital world, we are an organisation that reassuringly functions on talking to our clients and temporary workers. We are very much a people to people business, and we are very good at developing strong business relationships. This is one of our core strengths. Hopefully by now you have noticed the improvements and different channels of communications throughout the Group. Recently, Neil and I confirmed further development of the Communications team, the first undertaking of this group has been the Advent calendar which I hope you enjoyed and gave you a taster of what is to come. In 2020 we will be strengthening our communications programme and you are central to this. We want you to share your ideas, experiences, knowledge, feedback - good and bad - with us and we will be evolving a range of communications channels to allow ways of doing this. This exciting development will bear fruit and result

in a much stronger and more harmonious business, fit for the future.

As ever, SWS Best News shares the human side of our business, putting names to faces and faces to names. It gives me great pleasure to read about your experiences and stories, your personal achievements and personal events. Thank you for your contributions. It remains for me to sign out of 2019 with my appreciation and thanks for your work throughout the year. I hope you have a wonderful Christmas and a prosperous New Year.



Andrew Sweeney

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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Fleetmaster supports Selco's Driving Academy Initiative

As the driver shortage conundrum continues to threaten to derail the wheels of industry, some forward-thinking companies are developing innovative solutions to help circumvent the issue. One such business is Selco Builders Warehouse – affectionately known as Selco by the trade - which has been providing building supplies to the nation for over 100 years.



Fleetmaster has been enlisted to support Selco's 'Driving Academy' initiative which aims to nurture new LGV drivers from within the business. In conjunction with Interserve Learning & Employment, who are managing the Level 2 Apprenticeship programme, Fleetmaster will be delivering both practical and theoretical elements of the training over a 14-month period. Selco is hoping to produce up to 50 fully qualified LGV drivers in the first tranche of the programme.

Selco's decision to utilise the apprenticeship levy will create more drivers, open up opportunities and develop existing talent. We cannot wait to start sharing our expertise in building and maintaining exceptional driving skills with the LGV drivers of the future," said John Boocock, Director, Fleetmaster.

The opportunity to apply for the training scheme, which was offered to all Selco employees, generated a great deal of interest. Simon Ball, HR Development Manager, Selco Builders Warehouse, explains the rationale.

"We are thrilled to be working with Selco and Fleetmaster to bring the apprenticeship to fruition. These forward-thinking companies share our vision to inspire talent and invest in people through innovative training solutions," said Jennifer Munslow, Account Manager at Interserve Learning & Employment.

"We are aware that not all colleagues have a burning desire to become a supervisor or a duty manager. The chance to become a fully qualified LGV driver brings with it the potential to significantly increase career opportunities and earning potential and it has proved appealing for many. We had initial interest from 58 colleagues and I would expect a high percentage of those to start the apprenticeship."



Applicants that passed an initial assessment attended launch events in Birmingham and Watford on 1st and 2nd October.

"This apprenticeship will not only benefit Selco and their people, but the industry as a whole.



TBC Swindon create a month of sales challenges!

Double take! For a moment it looked like Johnny Depp had just dropped in to give TBC Swindon a hand! It was the parrot that gave it away. Well, don't they look the part? Of course, it was all for a good reason as the team pulled together to combine a bit of fun with sales prospecting and research.

Over a month, TBC Swindon embarked on a set of challenges and from the feedback we have received, what a roller-coaster of fun it was! First up - 'Mission Possible' (love the twist) – this pitted team members against each other to drive new client wins, new bookings and visits, targeted at the blue-chip companies they have been eager to approach for some time.

Next-up, 'Call Conga', which was a 3-minute call challenge followed by 'Who Are They?' which entailed the driving and industrial teams swapping partners and a head-to-head in a competition to present findings on TBC's competitors.

The administration ladies judged the presentations, taking into account originality, creativity and adherence to the brief. Judging by the photograph imagination was not in short supply – and who knows what the neighbours thought with two pirates turning up and the office celebrating Christmas two months early! In the spirit of the competition, all team members gave it their all and enjoyed a little fun at the same time.

Kerry Porter, Branch Manager, was delighted with the results and is already planning further challenges for a month during the first quarter of 2020. Hopefully this doesn't include eating Witchetty Grubs, Kerry?



L to R: Georgia Pike, Debs Jones, Megan Hoole, Aaron Loftus-Baker, Maria Carvajal, Louis Cunningham

4 Steps to a Smile receives support from TBC

In 2018, The Best Connection supported Midlands charity, 4 Steps to a Smile, which, aside from the amazing work they undertake to support vulnerable children and adults, also finds gifts for children at Christmas. Last year, 100 gifts with personalised tags were donated by you that gave so much joy and smiles to 100 children.

The level of generosity and thoughtfulness shown was truly

inspiring. In 2019, the charity had its target on collecting 8,000 gifts and the wonderful news is this target was rapidly reached with 8,000 tags written and distributed.

Over the Christmas period, the charity may be required to respond to emergency situations, helping children that unexpectedly find themselves in care during the festive season. In preparation for such scenarios, the

charity sought donations of items such as selection boxes, sweets, chocolates, crayons, colouring books and board games.

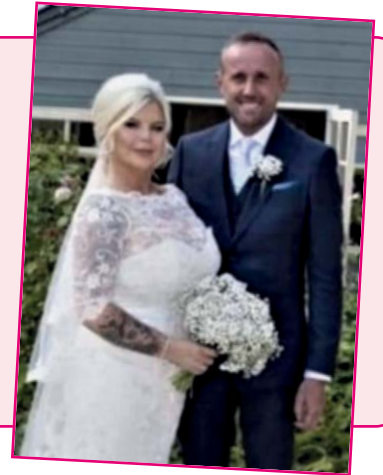
Your response was wonderful! An incredible 432 gifts were collected from Topaz, Halesowen, Birmingham and Walsall. Thank you all so much for your kindness. It will make a real difference to so many lives.



Jeff and Paula say 'I do'

It is with great pleasure we can announce that two colleagues from The Best Connection have followed the path of matrimony and have become husband and wife! We would like to say huge congratulations to the happy couple, Jeff Gray, Senior Manager, who married Paula Cherry, Divisional Manager, on the 25th August. The wedding took place at the charming The Parlour at Blagdon, Newcastle upon Tyne and judging by the wonderful picture they caught the end of the summer weather.

We wish Paula and Jeff the very best for their future together.



Paula & Jeff



Aaron Loftus-Baker with Eden Jaye

TBC Swindon meets Eden Jaye

Indeed, it is great to meet you! Gazing blissfully into her father's eyes is Aaron Loftus-Baker's bundle of joy, Eden Jaye, who entered the world on 7th September this year. Congratulations to Aaron and mum Lauren on the birth of their beautiful daughter.

We hear she has already been to visit the Swindon team to check out where dad works. Well, we like to start them young!



Credit Control's delicious Halloween feast

For Halloween this year, our credit control colleagues at SWS Topaz, Bromsgrove, have demonstrated that numbers are not the only skills they possess in abundance by sharing their culinary creations. The department was awash with delicious, if not a little spooky, buffet dishes that were consumed with frightful ease. We hear the eating experience was a treat, not a trick!



Congratulations Sophie

Congratulations to Sophie Dickinson, Industrial Consultant, TBC Sunderland, on the birth of her daughter, Lucia Rose on 22 August 2019 at 9.17pm, weighing in at 6lb 10oz.

Sophie Dickinson with Lucia Rose





BCS Care Bear Trophy

There were shopping vouchers up for grabs in the BCS Care Bear Trophy competition as seven Plans from Bailey Care Services pitted their wits and sales prowess to clinch top spots and the spoils of their endeavours. There's nothing like a bit of competition to get the mind focused and the heart racing and in this instance, everyone was fully onboard and revved up to go!

The rules were straightforward – the teams (Plans) and individual with the most points would be the winners. These were gained for qualified new calls, qualified new visits and new clients won. The cumulative scores over the competition period, which ran from March to April, would determine the victors.

And now to the results . . .

In first place, the honours were taken by Gemma Nye for both her Plan and Outstanding Individual. Hot on Gemma's heels was the Worthing Plan followed in third place by Melksham.



Gemma Nye, Individual Winner Top Care Bear for outstanding individual effort

"I was genuinely surprised that my Plan won as there is currently just me on it. I am so pleased – I feel rich, I'm going shopping!" shared Gemma.

"It's amazing, I'm over the moon for Gemma and the whole team worked really hard. I am very proud of them," said Julie Charters, Branch Manager.



Melksham Team, L to R: Gemma Nye, Chloe King, Tiffany Hazel, front row Julie Charters & Lotus Nye



Tiffany Hazel (3rd place plan)



Worthing branch 2nd place, L to R: Ami Feeseey, Bethany Roberts, Rachael Hart, Zoe Wickens & Shannon Fitzpatrick, pictured with voucher prizes



Lisa Rothnie, Operations Manager (R), presenting trophy & vouchers to Gemma Nye





Brexit seminar addresses worker supply concerns

It wasn't uneventful, quite the opposite, nevertheless, the 31st of October came and went and the UK is still no closer to understanding what is going to happen regarding Brexit. Despite the ebb and flow of opinion and collective despair, the business has not been sitting on its laurels awaiting a conclusion. Customers across the country are quite rightly concerned about the potential impact of EU Nationals leaving the UK may have on the supply of temporary labour to their businesses. To allay this concern, a great deal of work has been undertaken to ensure that EU Nationals working for the SWS Group have a clear understanding of what leaving the EU would mean to them and what options are available. Notably, applying for status under the EU Settlement Scheme.

The Brexit & EU Settlement presentation was held at the Hallmark Hotel, North Ferriby, Hull and delivered by Alex Dirman and Roxi Sweeney. Roxi presented her findings from the dissertation she had undertaken at the University of Bath on the adoption of the EU Settlement Scheme by temporary workers at The Best Connection.

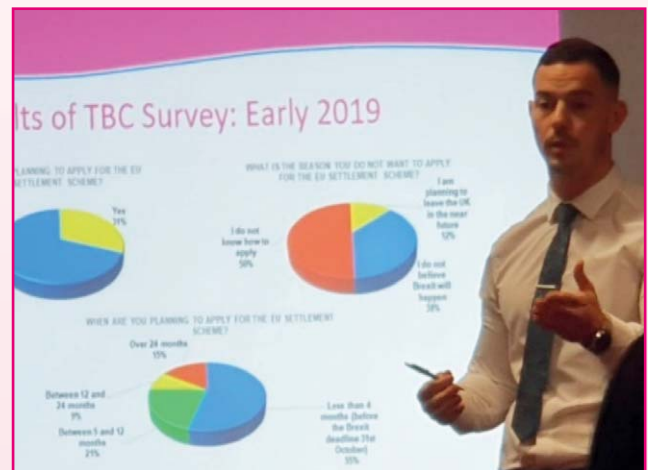
The presentation provided a detailed and informative picture of how EU Nationals are responding to the political changes in the UK and the efforts we have made to communicate to our EU workforce colleagues. Managers from five local branches - Grimsby, Scunthorpe, Hull, Doncaster and BES, Goole - were in attendance to support the event and to answer questions.

"It was our intention to reach out to existing and potential clients seeking best advice no matter what happened on 31st October as we have the structure in our organisation to support labour demands no matter what the outcome," commented Sheila Eland, Area Manager, TBC.



Roxi Sweeney presenting research findings

Many initiatives have been undertaken over the past 12 months including establishing close working relationships with the Home Office and CBI roundtable for essential guidance and advice. A more recent event, organised for customers in Humberside and surrounding areas, allowed the team to share some recent university research, undertaken by Roxi Sweeney, that provides statistics on the uptake of applications for the EU Settlement Scheme.



Alex Dirman presenting TBC's survey results

Halloween in Canada has never looked so British!

CPA Canada have certainly been pushing the boat out with their Halloween celebrations. If you're old enough to remember, the Spice Girls were a somewhat pop-phenomenon in the UK during the 1990's. We clearly have our own rock-stars over the water doing their bit for Britpop nostalgia and raising some cash for charity along the way – and don't they look super-fantastic!

"The staff chose to be the Spice Girls as a shout-out to our British corporate heritage. Danielle even hand-made the Union Jack shirt for Ginger Spice! We always dress up for Halloween and a contribution to charity was made on behalf of the staff here at CPA Recruitment Canada," explains Luke Biscoe, Director of Recruitment, CPA Food Recruitment.



L to R: Danielle Di Giovanni (Sporty Spice), Vanessa Walker (Scary Spice), Jacqueline Dime (Ginger Spice), Kelly Cline (Posh Spice) and Jaimie Meisner (Baby Spice) – with Luke the pop-mogul-manager in the background!



Mairis 'Sausage' Klempners

wins three course meal for great customer feedback

It is always a pleasure to share news about our temporary workers that have been acknowledged by their customers for doing a great job. In this story, sent from The Best Connection's team in Leicester, we are delighted to congratulate our temporary worker, Mairis Klempners, for receiving recognition for going that extra mile. Fantastic news Mairis – very well done!

Mairis, who is fondly known as 'Sausage' by his work colleagues at BRS Ltd (part of B&Q's One Logistics Operation), for his love of sausage sandwiches, was awarded a three course meal for two with bottle of prosecco as a thank you for the positive customer feedback received by the business.

"We believe in recognising good work and whenever we receive commendations from customers - which is purely voluntary - a collective decision is made regarding who should receive this



L to R: Mairis receiving his award with his colleague, Ronney Parris

recognition. To put it into context, out of 40+ employees across 15 locations, Mairis was chosen for his professional engagement and customer care," said Chris Scott, Area Manager, BRS.

"Mairis, was the ideal job match as he

had covered numerous assignments prior to starting at BRS and we had always received positive feedback. Now, six months into his assignment and having been recognised for this award, it was clearly the right choice," said Simon Ward, Senior Consultant, TBC.



L to R: Simon Ward congratulating Mairis 'Sausage' Klempners

TBC Nottingham on the move

It may have been a relatively short distance as the crow flies, but it was worth the wait. With their bags packed, TBC Nottingham upped-sticks and moved to a new office with a more contemporary layout and feel. Congratulations team Nottingham, we hope you feel at home in your new abode.

"We have literally moved 100 metres from Lister Gate to Castle Gate, but the difference couldn't be greater! The old office was opened in 1998 and had become quite dilapidated

over that time and was spread across three floors. The new location is much better as we now occupy the same floor and it's larger and open plan which gives the branch a completely different look and feel," said Sam Taylor, Branch Manager.

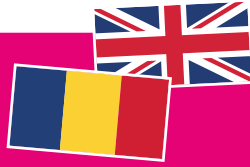
Judging by the smiles, the team are delighted with their new office which can be found at Second Floor, 15 Castle Gate, Nottingham, NG1 7AQ.



L-R: Jake Wright, Ieva Breiteryte, Becky Godber, Marta Dwornik, Sam Taylor, Matt Peberday & Dave Walter



A new life in the UK – an insight from Gabriel Sirghie



Gabriel Sirghie

As a growing, multi-cultural business we are very fortunate to have so many colleagues from the EU who have taken a leap of faith and have moved to the UK to start a new life – and a new job. We have asked one such individual, Gabriel Sirghie, what his experience has been like and a little about his personal journey and aspirations.

When did you move to the UK? I first came to UK from Romania in April 2009 when I was 19 years old, however, I didn't move fully until March 2013.

What were your reasons for moving to the UK? There are several reasons why I moved to the UK. One of the main reasons was to be independent and stop being financially dependent on my parents as they have done their job and financed my needs during my childhood. I thought it was unfair and wanted to take the pressure off my parents, especially as my family's finances weren't great back then. I wanted to be able to help them financially and build a better future for myself.

Another reason was 'The British Dream' and to live in London, as I loved studying English in school (probably the only subject I liked) and David Beckham was my football idol!

When did you join TBC and what did you do before? I joined The Best Connection in June 2013, but my first visit was in 2009 when I travelled to Arbroath in Scotland. I went there as my brother was employed as a seasonal worker with his university at a berry farm. He asked if I would like to join him to earn some money and potentially play semi-professional football for the local team as he had a contact. At that time, I was playing professionally in Romania, but the wages were very low, so I decided to take a risk. I worked on the farm from April 2009 to October 2012, picking berries and other farm-related work such as planting new crops in preparation for the season ahead. I was also able to play football part-time for the local team which was very enjoyable.

In March 2013, I decided to move to Milton Keynes to change my direction in life and registered with a local agency who placed me at the Homebase distribution centre in Wellingborough. Fortunately, I was able to continue my passion for football and signed up to play part time for a local team in Milton Keynes.

What was your first position at TBC? I joined TBC in June 2013 and my first position with the company was as a temporary worker with Spectrum for Arcadia, Topman & Topshop distribution centre where I was dealing with a range of tasks including administration, picking, packing and the storing of goods on site.

How has your role at TBC changed over time? In April 2014 I decided to stop playing football and focus on my professional career and applied for a Supervisor role at John Lewis, Magna Park which was a contract we had recently been awarded. Following my interview with Trudy Carr and Mat Filipiak, I was

offered the position and held the role until April 2016. My daily activities included dealing with the day-to-day welfare and management of The Best Connection's temporary workforce based there.

In April 2016, I applied for a Project Coordinator role that I saw advertised on TBC's website and after a successful interview with Ian Russell and Carly Meads, I was offered the role with Onsite Connection.

In April 2018, after two successful years in the team, implementing Onsites and added value accounts, I was promoted to Senior Project Coordinator and in July 2019 promoted again to Project Manager.

What challenges have you overcome? I think challenges are inevitable in both professional and personal life and there have been many - especially as a migrant from Romania. The key though is how you respond to them and what approach you adopt to overcome them. For me, challenges and obstacles are opportunities to grow as a person and the bigger the challenge the bigger the opportunity. I've learned that the best technique is to take a step back, evaluate the challenge and seek out necessary resources to help overcome it, stay positive, focused and committed.

What is it like for you working at TBC? Working for TBC for the past six years has been exciting and challenging. TBC gives you a great career growth path and the opportunity to learn and develop. The company makes you feel valued, recognised and respected. I'm grateful for the opportunity to be part of the team and for the mentoring I have received from Ian Russell over the past few years. Thank you!

My top tip for new starters: Success doesn't happen overnight; it happens day by day with smart, hard work and forward progress both large and small. Everyone starts small.

What ambitions do you have for the future? Grow and be the best version of myself and the rest will fall into place.

Tell us about your life outside work? Outside of my professional activity I enjoy travelling with my fiancé, training at the gym a few times a week and of course, playing football. I also enjoy reading, attending self-development events, DIY projects and spending money on clothes! Last but not least, playing with my two lovely Scottish Fold cats. For those who follow me on Instagram you will know what I'm talking about - they even have their own page now!



TBC Oxford helps Faurecia to keep on-track by supplying 50 temporary workers

Earlier this year, Banbury-based Faurecia Automotive Seating, which is part of the leading global automotive technology, Faurecia Group, required 50 additional temporary workers to fulfil a new contract. In usual circumstances, this task would fall to the current on-site agency supplier but on this occasion due to the limited labour pool in the area, this was becoming very difficult. As a result, TBC Oxford were called upon to assist.

"The Oxford branch were over the moon to be enlisted to help as it coincided with sales development activities that we had planned for the Banbury area," says Darren Pollard, Director.

Banbury presented several logistical and demographic challenges. It is a small market town with a low unemployment rate with fierce competition for labour from the many companies in the locality. Such was the challenge, the incumbent supplier of 12 years had called upon other recruitment businesses to transport workers from other locations in order to maintain supply, however, this was not an option for Faurecia due to the potential risks associated with any delays.

For TBC Oxford, there was, therefore, only one option - sourcing local candidates using every method at their disposal. They engaged with the job centres, began networking with local Eastern European retail outlets, ran social media campaigns, arranged a specific campaign with Indeed, organised open days over the weekends and targeted marketing campaigns from TBC Oxford's database. They even undertook leaflet drops on local residential estates to promote the job opportunities. No stone was left unturned!

"The recruitment of suitable candidates was extremely challenging, however, we persevered and by introducing a range of incentives we eventually overcame the inconsistency of supply. This has resulted in a more settled temporary workforce," explains Sharon Latif, Senior Manager.

Faurecia's staff were very helpful, supportive and accommodating, providing the team with an on-site office and workable timeframe to meet commitments. The team interviewed all candidates at the customer's site and held inductions on a weekly basis until all positions were filled.

"Due to the hard work we have undertaken we have succeeded where our competitors have struggled. We have met our commitments and now have over 50 temporary workers on site on a weekly basis. Our relationship with the client is growing from strength to strength and meetings are planned in the New Year to discuss our future relationship.



Adam Tilley, Onsite Account Manager at Faurecia, Banbury

"A big thank you to Tony and his team in Oxford and to Adam Tilley, the on-site account manager at Faurecia, for their hard work and commitment - it has made this a real success story and a massive stake in the ground for TBC in the Banbury area," Sharon Latif added.



L to R: Russell McCarthy, Taylor Cooper, Eleanor Taylor, Millie Hooper, George Burrows & Anthony Parish



Backline's administration team aligns business processes

Backline Logistics Support Services has been through many changes since the acquisition of the business by the SWS Group over two years ago. One of the challenges was to align Backline's administrative activities with those of head office.

The administration team, led by Sarah Nichols, was tasked with working closely with the accounting team at Topaz to integrate accounting functions, establishing StaffPlus to process all timesheets for payroll and client charging and maintaining close control of the ongoing administration processes for the business. As part of this transition, the team relocated from Blackawton, near Dartmouth, to Exeter. Thanks to the support given by Sarah Nichols, Tom Davis and Tess Preston, the move went well.

"The relocation could not have been possible without Sarah, Tess and Tom's positivity and commitment to the business. They had all been under a lot of pressure throughout this period, as there have been many changes to the way we administer the business. It is a credit to them that we were able to maintain normal services to the branches throughout this period," said Mark Gooden.

Mia Latham joined the Backline team earlier in the year to provide additional support for the department following an increase in workload due to a strong company-wide performance. In September 2019, Tom Davis crossed the floor to join the SWS Head Office

team in Bromsgrove.

"I was delighted that Tom was able to relocate in order to take advantage of the opportunity in Topaz. The whole team wish Tom all the best in his new role," added Mark Gooden.

The Backline team recently welcomed Sean Durnian to the fold. He will be undertaking a range of responsibilities previously held by Tess Preston and Tom Davis. Tess Preston has in turn acquired some of Tom's former responsibilities and now acts as second in command to Sarah Nichols. Sarah is a long-standing member of the Backline team and will soon be celebrating an impressive 18 years with the company! Our thanks go to Sarah for her amazing contribution to the business over the past 18 years.



Mia Latham (inset left); L to R: Tess Preston, Sarah Nichols, Sean Durnian & Tom Davis (inset right)



Joe makes a decent proposal!

Finding that magical moment to 'pop the question' is not always an easy formality. For Joe Rolfe, Divisional Manager, Bailey Care Services, Poole, he chose to take his partner Beth Elmes halfway around the planet to pluck up the courage. But it was worth all the effort as his proposal was duly accepted with an 'I will' – or words to that effect!

"I thought it would be a great idea to propose in our favourite holiday destination, Dubai. I went all out and popped the question at the top of a 7-star hotel. Although it couldn't have gone any better, I think I've stitched myself up by setting the bar pretty high for the wedding!" shares Joe.

We do too Joe! Then again, you both look super 7-star people! Many congratulations on your engagement.

Joe & Beth



It's a record year for Backline!

Business has been rather promising at Backline Logistics in Leighton Buzzard this year as the company achieved its best figures ever! Since its restructuring, turnover has rocketed by 30%. Congratulations team Backline!

"The team in Leighton Buzzard are thrilled with their achievement. The results reflect the hard work and contribution the team has made in driving business performance. Chris Jacques and Liam Murnaghan have been focused on developing existing customer relationships and winning new profitable business. Our efforts to improve our customer communications channels have also made a significant contribution to how we engage and the service excellence we deliver on a 'round-the-clock' basis," said Louise Gaunt, Business Transport Manager.

To support Backline's business growth, credit invoicing and control processes have been updated and streamlined. Cathy Searle, Administration Manager and Lyn Vines, administrator, have been instrumental in driving process improvements that have resulted in a much smoother and more efficient customer finance operation.

"Over the past 12-months the balance of day and night work has led to improved vehicle utilisation and margins have increased accordingly across our accounts. I would like to thank Louise for her tireless work in improving all operational aspects of the business and keeping the team focused," said Mark Gooden, Managing Director.

Due to an increase in business volumes Backline has rented yard space to accommodate the additional vehicles. Also, initiatives such as new line markings and roll stops have been



Backline Logistics' Operational and Driver team

introduced to make better use of the space and to improve health and safety.

A new driver/trainer vacancy is currently being advertised to assist with Backline's continued commitment to driver CPC training, focussing on safer driving awareness and fuel efficiency programmes. One-to-one driver assessments are being delivered between January and March next year as part of this programme to ensure Backline's drivers are the 'best of the best' in 2020.

As part of a continued investment programme, Backline Leighton Buzzard is the beneficiary of in-vehicle technology that is being used to monitor delivery progress and to ensure operational compliance with drivers' hours regulations.

The team in Leighton Buzzard are very excited to see what 2020 brings!

BCS pulls out all the (ghoulish) stops in Halloween competition!

Kamila Lewandowska channelled none other than the Bard himself, with her 'Double, double, toil and trouble, fire burn and cauldron bubble,' inspired disguise, while Joe Rolfe and Dave Stanford scared the wits out of us with their macabre ensembles. Thankfully, it was just for fun and the chance to win a prize in the BCS Halloween fancy dress competition.

And the winner of a gift voucher is . . . Dave Stanford (far right in photo).

Well Done Dave, but we hope you didn't scare off any clients!



RETURN OF THE BADGER...



Ashford & Poole victors in Badger Cup Awards

When there are shopping vouchers 'up for grabs' sales competitions can take on a different dimension. In this instance, we find it's the prestigious Badger Cup! Teams including Dartford, Maidstone, Ashford, Eastbourne, Worthing, Portsmouth, Southampton, Poole, Guildford and Crawley went head to head to win a range of voucher prizes. Using a points system, based on customer visits and customer wins, the divisions (HGV v's HGV, etc) pitted their wits against each other to thrash out the eventual winners with the highest scores accumulated over a 15-week period.

We are delighted to reveal that the winners are . . . Ashford (HGV) and Poole (IND) followed in second position by Dartford (HGV) and Dartford (IND). Overall Top Performer was won by Ian Broadhurst from Poole. Very well done to all of you. Badgers are a feisty lot!



L- R: Andy Clark, Selena Holloway & Paul Stevens (Dartford HGV)



L to R: Andy Clark, Michael Sharpe & Jamie Biggs (Ashford HGV)



L- R: Andy Clark, Marc Jukes & Kristine Podegrade (Dartford IND)

TBC Inc hone their selling skills

As part of her flying visit to North America, TBC Inc. received a visit by Jodi Johnson from the TBC training department to deliver four days of coaching and development to the Canadian teams.

The operations team had identified some key areas for development and arranged for three teams to receive training.

Prior to Jodi's arrival the teams from across the Canadian branches were excited by the range of subjects that were to be covered. After the pre-coursework had been completed, the consultants were often heard talking about the content. Among the varied topics covered were some of the most popular areas including the characteristics of an effective recruitment consultant, building rapport, assertiveness and objection handling.

Following the training sessions, the Consultants were keen to put their new-found skills and understanding to the test in the real world.

When work was completed, Jodi was the welcome recipient

of some Canadian hospitality which included an English pub and curry house! Home from home, then Jodi?

The valuable programme, which was a great success, not only helped to strengthen skills but also provided a suitable environment where consultants can learn from their peers.

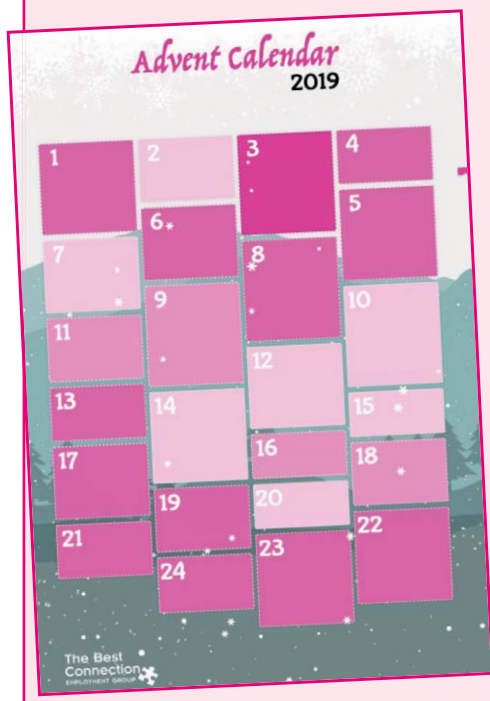
The next visit is in the planning!



L-R: Jodi Johnson, Training & Development Manager, Suzanne Lavigne, Divisional Manager Brampton Branch, Anthony Logan, Consultant Mississauga Branch, Ryan Mullings, Consultant Brampton Branch, Britney Rodriguez, Consultant Vaughan Branch & Thomas Stenlake, Consultant, Hamilton Branch



2020 Communications Programme to give **YOU** more say



In **The Best Week**, we shared some exciting news regarding the launch of our online Advent calendar which is being used as a fun introduction to our new communications approach for 2020. This initiative is the first project and aims to give you more say about the way we work.

We are encouraging more two-way communications that will facilitate the sharing of ideas, experiences and opinions that will ultimately help to make our business stronger and more competitive. This will be distributed through a range of processes including regular company-wide surveys. To deliver and support the changes, the Communications team has been expanded. Jodi Johnson and Lottie Jarvis will be deploying the new approach with the assistance of Jan Blann and Lou Betts.

The team will also be calling upon the expertise of change leads, Andy Wilson, Andy Clark and Joe Feesey, to help develop content that will keep you up to date on the different transformation projects. For ongoing business changes and news, Jane Power and Roxi Sweeney in Business Assurance, will share their knowledge with the team, with Katie Yorke providing HR related updates.

We hope you enjoy the digital content and experiences that sit behind the 24 windows and remember, there is a little treat behind each window! As a finale, after the last day (Christmas Day), we will hold a draw with the winner having the opportunity to nominate a charity of their choice to receive a donation from the company. The winner of the charity donation will be announced in **The Best Week** and will also feature in **SWS Best News**.

Scunthorpe is now bigger and better!

Following a spell developing its strategy and customer base from the Hull office many years ago, TBC Scunthorpe has since become indelibly etched on the town's persona.

And, as with so many of TBC's branch locations, the team have been very successful and grown along with their client base for a number years leading to a 'bulging at the seams' scenario only addressable by an office move which was recently completed. Everyone breathe out!

The new office, which is located on the town's High Street, couldn't be in a more prominent location. With its new allure and striking shop-window, accessibility will certainly foster an increased footfall - which is very much welcomed by the team. Sheila Eland and Marc Dawson were instrumental in supporting the move.

So, who are the super-star beneficiaries of the new, swish office – let's take a look. The team is led by Divisional Manager, Shaun Seaton with his colleagues Matt Forrest (Ind Snr Cons) Stewart Maclean (Ind Snr Cons) Holly Wilson (Ind Cons) Dave Gibson (HGV Snr Cons) Adele Jacklin (HGV Cons) along with Lyn Harvey (Admin) and Alison Law (Snr Branch Admin).

The office has facilities for conducting interviews and a training room large enough to host CPC courses and regional meetings.

Congratulations and good luck to the team in their new abode.



L to R: Stewart Maclean, Lyn Harvey, Dave Gibson, Alison Law, Matt Forrest, Adele Jacklin, Holly Wilson & Shaun Seaton



Coffee and Cake morning raises money for Macmillan Cancer Support

Many of us will have either heard of, or perhaps had first-hand involvement with Macmillan Cancer Support through personal experience, or friends and relations that have had the disease. As one of the largest charities in the country, Macmillan provides specialist health care, information and financial support to people affected by cancer. To carry out their work the charity relies on the goodwill of fundraisers and the public to generate cash. On October 1st Julia Marshall, Divisional Manager, TBC Birmingham, organised a coffee and cake morning to do just that and raised a fantastic £381.64. Well done to Julia and all those that helped and contributed!

Julia explains in her own words how cancer has touched her life.

"Cancer touches many of us at some point in our lives and sadly for me, not only did I lose one of my best friends to this evil disease but recently my brother was diagnosed with pancreatic cancer.

"The impact the diagnosis had on my brother and our family I can only describe as heart-breaking. All sorts of thoughts go through your head and some of those I hate to say are negative, however, it's only natural, until you come to terms with

it. Then, once that's done, this is when you need to pull up your big pants and face it with a positive heart and mind. I am pleased to say right now my brother is in recovery after undergoing a successful operation called a Pancreaticoduodenectomy, which, put simply, is known as the Whipple procedure.

"We take many things for granted in our daily lives and our health is a prime example. There are thousands of cancer sufferers that charities, like Macmillan, provide fantastic care to. They offer financial, physical and emotional support which helps them through the difficult challenges cancer brings. I thought it would be a great idea to organise this event and help those who are less fortunate than my brother," explains Julia.

Julia asked all her work colleagues to support on the day by baking or buying some delicious cakes to sell. Greggs Bakery also kindly donated 60 freshly baked cakes on the day. Liliana Marshall ensured all coffee cups were never empty and plates were overloaded with the best cakes money could buy! The event was also attended by customers from Greggs Bakery and Wincanton.



"We were delighted to support the Macmillan Cancer Coffee Morning. At Greggs Birmingham we also run various Macmillan fundraising events throughout the year to support their efforts. We have a good working relationship with Julia and her team at The Best Connection and wanted to show our support for her and her family during this difficult time. We know that any help, no matter how small, can go a long way to helping others," said Stephen Bailey. Greggs.

**WORLD'S BIGGEST
COFFEE
MORNING**

MACMILLAN
CANCER SUPPORT



L to R: Jeff Williams, Senior Manager, Tina Logan and Liliana Marshall



L to R: Andy Syrett (Wincanton) & Julia Marshall (Divisional Manager, TBC)



L to R: Stephen Bailey (Greggs), Julia Marshall and Martin Horne (Greggs)



4th B&Q Summer Leisure Project is a huge success

TBC Burton has been supplying B&Q's Network Distribution Centre in Burton upon Trent for nearly fourteen years and over the past four years the team have been supporting the B&Q Summer Leisure Project which plans and executes the logistics for the summer season stock.

Wincanton operates the site on behalf of B&Q and this is the busiest time of the year for the business. Each year, the Wincanton Leisure team prepare to stock the B&Q stores with every summer leisure item imaginable from patio furniture to children's play equipment. Sales from the leisure products represent a significant proportion of the company's overall annual sales, therefore, it is imperative Wincanton delivers to the stores on time.

Throughout October each year Wincanton's Managers and the TBC Burton team meet to plan for the upcoming project. This



Arek Mozdzen

includes a review of the previous year to identify areas of potential improvement including the recruitment process, worker management, worker welfare and productivity.

At the heart of The Best Connection's team is Account



Svetlana Andzane & David Palin

Manager, Arek Mozdzen and Resourcer, Svetlana Andzane, who are supported by Branch Manager, David Palin. Between them they ensure that Wincanton receives the best possible service and that the temporary workers experience an enjoyable time working on the project. Arek manages around 90 temporary workers at peak and works closely with the Wincanton managers to improve productivity and maintain high standards in work practices. Svetlana is always busy in the branch sourcing and matching candidates.

This year, Wincanton sent the Burton team a little note to show their appreciation of their hard work.

"I wanted to drop you a note to say what a season we have had this year – the best yet and without the support of both of you (mainly Arek to be fair!) we wouldn't have achieved and delivered. We have had very few issues this year and have worked together as one team which has clearly driven great performance and loyalty within our teams. A massive thank you to you both for an outstanding season and here's to the next one," Michael Fearnhead, Operations Manager, Wincanton.

BCS Worthing worthy Care Bear victors!

After a hugely successful first contest, the second battle for the 'Care Bear' title has resulted in a resounding win for the Bailey Care Services team in Worthing. Congratulations BCS Worthing!

Points were awarded for achieving completed interview registrations, temporary workers completing induction and new starters and were collated over a six-week period.

Team Worthing, led by Zoe Wickens, achieved the highest weekly score for four out of the six weeks, ending with an impressive cumulative total of 81 points.

In second place, with a very respectable 46 points, were team Poole. Good effort BCS Poole but no cigar on this occasion!

The lucky winners received multiuse vouchers which will no doubt be timely for Christmas.



L-R: Rachel James, Zoe Wickens, Beth Roberts & Shannon Fitzpatrick

A Day in the Life of ...

Peter Christie

Branch Manager,
TBC Redditch

How do you start your working day?

My day starts with a strong coffee and if my beloved Liverpool FC are playing that day, my Liverpool slippers will be donned! I arrive at the office around 8am and will begin with looking into any issues I need to address before catching up on emails and checking the actions in my diary for the day ahead. I then keep my fingers crossed that someone has put the kettle on for another 'much needed' coffee!

What does a typical day consist of?

I look after three industrial plans and one driving plan. At the start of the day I will discuss the day's activities and expectations or hold a joint team meeting. The market is tougher than ever, making every booking more difficult to achieve, so teamwork has never been so important.

Currently, we are focusing on call standards which involves reviewing the quality and quantity of the consultant's calls, along with their business focus. The branch has a large client base so there's always plenty of chasing up to be done. We also review our competitors' advertising and Facebook posts for updates and potential leads. I am delighted that TBC Redditch was chosen as a pilot branch for the End to End system. This can generate some additional work, but it is also an exciting project to be a part of.

What keeps you going through the day?

I started at the branch 11 years ago as a trainee and it gives me great pleasure to see the team busy, progressing well and being successful. We have a great working environment and



Peter Christie pictured with Norman the kitten!

team spirit which I believe is vital in our industry. Apart from that, one or two extra cups of coffee and the occasional Subway meal at lunchtime keeps me on my game!

What is a good day for you?

Having a day with minimal issues is always nice, but more importantly we work in a highly competitive area so winning new business and beating our competition is very rewarding. I would also say that everyone leaving the office with a smile on their face and in a positive mood sets you up for a good start the following day.

Tell us a little about you?

I'm a youthful 42 years old and this year I married my gorgeous wife, Heather, who I have been with for over six years. We spent our honeymoon in Mauritius which was simply amazing. Recently, we welcomed a kitten called Norman into our life. He terrorises the furniture but does seem to like football, so that's a winner! I have been a regular gym visitor over the years, although less frequently of late, but I also love a good pub dinner and a film and tackling the odd DIY project. Toolstation, I have discovered, is a Toys R Us for adults!



TBC Cardiff nets Best as One 'Top Tip' award

A 'Top Tip' competition, launched on the Best as One forum, resulted in a deluge of ideas from across the branch network. The objective was to gain your feedback on what could be done to make our day to day business activities a little easier and more productive and the feedback revealed that a huge degree of insight and creativity exists in our organisation.

In total, 132 submissions were received which were narrowed down to five by the Best as One Champions. These were then assessed, based on a best out of 10 scoring system, to arrive at a winner.

We can reveal that the best idea, and therefore the trophy winning branch, was TBC Cardiff for Driving On-Call recruitment. Carl Andrews, Branch Manager, explains their approach.

"Every Friday we renew the job adverts to ensure they remain at the top of the listings over the weekend. On Sunday

afternoon I go through all new email applications and separate the class 1, 2 and 7.5 tonne drivers which takes around 10 minutes. I then give them all a call which can take anything from 20 minutes to 1 hour depending on the conversation. This has resulted in increasing our driver pool from 26 to 45 in three months and growing our margin.

"Thanks to the hard work undertaken on the plan by my consultant and I during the week and a small amount of work carried out at the weekend, we are really seeing the benefit."

Beaten at the post on this occasion, but great ideas, nonetheless, were submitted by the two runners up. Congratulations to TBC Maidstone in second place for Roll the Pennies and TBC Preston for Preparing for On Call in a respectable third. The engraved trophy will remain in the Cardiff office until the next Best as

One competition winner claims it in six months' time.

A huge thanks to those that submitted ideas – and please keep them coming!



Carl Andrews, Branch Manager, TBC Cardiff, with team trophy

CTS welcomes Charlotte Penn as Driving Business Manager



Charlotte Penn

We are delighted to announce that Charlotte Penn has been appointed as Driving Business Manager at CTS and will oversee the delivery of all driving services. Charlotte will be responsible for all CTS driving clients with a special focus on Travis Perkins.

"Charlotte's role will include overseeing all operational and account management functions and the production of monthly KPI's for our clients as well as maintaining the exceptional level of service we deliver to our clients," said Mark Gooden, Managing Director.

All CTS drivers receive a thorough assessment as well as compliance checks before they are placed on an assignment with customers.

"I have built some great relationships with our customers over the past 24 months and have a good understanding of the pressures they face every day. I look forward to visiting them in the New Year to discuss plans, find solutions, achieve targets and increase business levels for CTS," said Charlotte.

"Charlotte has been instrumental in making the service a success, managing bookings and tailoring what we do to the specific needs of our customers in London. On the back of this success we are now looking to launch the service nationwide. I believe with Charlotte's experience, drive and passion, she will be a great success in her new role," says Melanie Farrow, Chief Operations Manager.





BRAIFORM

On form TBC wins Braiform Contract

Massive congratulations to TBC Sheffield for a stellar contract win with ultra-green, re-usable clothes hanger service, Braiform, for the supply of temporary workers.

The contract, which will run for three years, will make The Best Connection responsible for the provision of around 150 temporary workers a week. The engagement was a perfect example of one of TBC'S 4 pillars: 'winning good business' where the client has a consistent requirement for staff throughout the year. This provides the continuity many workers enjoy.

"I have been in contact with Braiform for over four years and recently passed the lead to James Morgan to progress and close. It just goes to show that staying in touch with your prospects on an agreed timescale really does work for any future opportunities," explains Tom Cottingham, branch manager, TBC Sheffield.

The contract win was certainly a collective team effort with contributions from across The Best Connection's departments starting with James Morgan who closed the deal. Since then, the Onsite aftercare team have done a great job with Gabriel Sirghie successfully implementing Automate Plus time and attendance systems.

"I would like to pass on my gratitude to James Morgan, National Sales, for the conversion, the Onsite Connection team including Ian Russell, Gabriel Sirghie and Dagmara Jamielak for the excellent post-sales aftercare and The Best Connection Sheffield team who have helped register all 150 transferring staff," added Tom.



L to R: Dagmara Jamielak, TBC Onsite & Dr Jim Collingham, Head of Re-Use Operations, EMEA, Braiform

CPA Canada runs Team Development Day

The cliché, 'teamwork makes the dream work,' is as relevant as ever in today's business environment. In this example, we turn to our CPA colleagues in Canada who received some pearls of wisdom from our Training and Development Manager, Jodi Johnson, who had travelled to downtown Burlington in October this year to facilitate a Team Development Day.

During the session, the team spent some time talking through the year's successes before moving on to the challenges and opportunities ahead in 2020.

In a content-packed day, the team learned about communication styles and explored the dynamics and importance of relationships within the CPA team as well as with clients and candidates. This was followed by activities to promote teamwork and problem solving.

"It was really exciting working with the CPA Canada team and learning more about their achievements and plans. Now, with

a little more knowledge and understanding about the human relationships, I hope this can be used to support the team's business development plans next year," says Jodi.



L to R: back row - Luke Biscoe & Marc Rochon
Front row - Vanessa Walker, Jacqueline Dime, Danielle DiGiovanni, Jaimie Meisner, Kelly Cline, Chloe Guffogg-Allat & James Wilkins



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



Head Office Opportunities
Key Account Manager
Regional Account Manager
(Secondment)



CPA
Permanent Senior/Recruitment
Consultants



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

Bedford, Birmingham, Banbury, Basingstoke, Cardiff, Coventry, Earls Court, Gloucester, Huddersfield, Manchester, Milton Keynes, Norwich, Poole, Stockport, Sunderland, Taunton, Truro, Watford and Wolverhampton



Management Opportunities are available in our current TBC branches:
Bristol, Carlisle, Preston and Manchester



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

Basingstoke, Bedford, Bristol, Cardiff, Croydon, Gloucester, Hull, Newport, Norwich, Nuneaton, Romford, Rugby and Warrington



Bailey Care Services
Divisional Manager –
Newport

Want more details?

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



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