

## Participation, Progress and Promotions

**Out and about across the UK, lives are gradually getting back to pre-Covid times. There is a positivity in the air and a 'business-as-usual' mindset from many of our clients. Despite the economic challenges driven by the war in Ukraine and low unemployment levels, there is a lot to celebrate and next month the Commonwealth Games will be in full swing in Birmingham where it all began for us.**

As many of us may have experienced, change can be unsettling as it can introduce a fear of the unknown. Conversely, it can also be a force for good. In this edition, one of the enduring themes is progress. At the last count, no less than 13 individuals are under the spotlight for achieving a promotion after having worked hard to overcome the challenges and obstacles that stood in their way. I congratulate all of you on your successes and encourage those of you who are keen to take on greater responsibilities or a new role to understand and plan what you will need to do to achieve your goals.

One of the major benefits of the company's transformation over recent years has been a move towards greater digitisation with the development and introduction of systems that automate tasks and provide easy access to information and processes. One such application is Progress which, as the name suggests, makes it easier for managers to monitor and assess the progress and development of individuals as they work towards a promotion. Gaining a promotion is not just down to hard work or luck. It is a journey along which certain pre-requisites need to be met and objectives reached that will vary depending on the role. This makes the process more transparent and allows everyone to track their own progress. It is also objective and fair. On the other hand, if you are content and do not wish to venture into new waters, Progress will also help with tracking your personal development.

I now turn to another important, enduring theme – that is teamwork. As you will all know, we recently ran a company-wide charity event, the Tour de Best Connection, inspired by the Queen's Baton Relay for the Commonwealth Games. This fun initiative brought everyone together working towards a common, shared goal and I am delighted to say that it was a great success. Thank you for your participation, your fundraising activities and for your pictures which are featured within.

Indeed, teamwork and customer advocacy are echoed across the SWS Group in many stories as each business faces day to day challenges and experiences. Working closely together with your colleagues and your customers is so important in our industry as it develops trust and defines our brand. This culture of teamwork is outlined in many of our customer-win stories with many of you going the extra mile to make a difference. This is recognised and much appreciated not only by your customers but also by the business.



*Andrew Sweeney*

And finally, I would like to welcome all our new starters to the company. Thank you for choosing to pursue your career with us. I hope, like many of those who have been part of our story for 10, 15 and 20 plus years, that you enjoy being part of our exceptional team and make your mark on the future of the business. Welcome aboard.

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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# Modern Day Slavery Champions

The spectre of human exploitation remains a real problem in the UK. It is therefore imperative that everyone in the business remains vigilant and escalates any concerns or suspicions to the Modern Slavery Champions. They will take on your concerns and investigate further.

The Modern Slavery Champions also have a commitment to keep the business informed on slavery-related matters and statistics, so expect to see regular communications on how this impacts TBC.

Home Office figures for modern slavery for the 2nd quarter of 2022 reveal that in the UK, 4,171 potential victims of modern slavery were referred to the Home Office in April-June. This was a 10% increase compared with the 1st quarter and a 34% increase from April-June 2021. Of the potential victims, 41% claimed labour exploitation.

Referrals exceeded 4,000 for the first time since 2009. The risk of modern slavery in the temporary work sector is extremely high, therefore it is essential that all employees remain vigilant.

**stronger  
together**

To ensure that you are up to date with the steps you need to take to keep modern day slavery at bay in your branch:

- Review the **Modern Slavery Guidelines**, available on the BMS
- Recap on the **Modern Slavery lesson** on Learn
- Speak to your Modern Slavery Champion if you have any concerns, no matter how small

## Who are our new Modern Day Champions?

Hayley Hall	-	Head Office
Paul Atkinson	-	North West
Hayley Allen	-	South West
Steve Leather	-	South East
Danny Harlow	-	North East
Lorraine Gandy	-	North West

If you have any questions or need further advice to help you feel comfortable with spotting the signs, the Champions are here to support you.

## Bulten bond gets stronger

One of TBC's long-standing customers is Bulten Ltd, based in Scunthorpe. The relationship started on 4th April 2003 and 19 years later TBC operates under a PSA as sole supplier. Bulten is one of the largest suppliers of fasteners to the international automotive industry and has its headquarters in Gothenburg, Sweden. Bulten treats its temporary workers like its permanent staff - they even invited their TBC temporary workers to a day out at Doncaster races in July this year which was a great success.

"We started trading with Bulten when they operated from a small unit on the Flixborough Trading Estate. Due to a growing order book, the company moved to larger premises at Normanby Enterprise Park which includes an extensive warehouse facility. The relationship with The Best Connection spans over 15 years and we support the business with regular worker surgeries, canteen catch-ups, and plan meet and greet for new starters,"

said Sheila Eland, Area Manager.

Some temporary workers at Bulten have made the transition to a permanent role. On this occasion we are delighted to celebrate the latest appointment of Michael Shaw to Team Leader. Mike started on his assignment as a General Operative in October 2017 and has achieved promotion along the way and is now a Team Leader. Congratulations Mike!

"I was assigned on a temporary ongoing basis at Bulten as a General Operative in October 2017 and was offered a full-time job in 2018, so I've been with the Bulten team for the best part of five years. I started my current position in April this year as a warehouse Team Leader. I never had a problem with The Best Connection during my employment at Bulten. It was the first ever agency I used and I couldn't recommend the staff and company highly enough," explained Mike.

We are looking forward to exciting times ahead with our partnership with Bulten Limited as demand from the automotive industry continues to grow.



L to R: Michael Shaw, Bulten & Alex Calder, TBC Scunthorpe

# Derby Success Stories

## Ieva Breitereyte makes Divisional Manager

Ieva Breitereyte has recently transferred from TBC Nottingham to the TBC Derby branch. Ieva had previously worked for TBC in the Derby branch but left the business for around 18 months, before returning to TBC and joining the Nottingham branch as Senior Consultant on the Industrial Desk in September 2019.

When a position became available in Derby, it was decided that Ieva would be a great fit for the team, as she was hardworking, ambitious, and already knew the local area and client base. Since moving to Derby as a Senior Consultant in May 2021 she has now been promoted to Industrial Divisional Manager from August 2022! Many congratulations Ieva!

The Industrial team has grown to a team of five with two plans and is set to be increased to three plans later this year.

"Ieva has worked extremely hard to streamline the processes and has worked with the team to ensure that The Best Connection's high standards are maintained - and exceeded - on a daily basis. The division produces good, profitable business and with the peak season around the corner, it is an exciting time for Ieva and her Industrial team," said Dan Wood, Branch Manager.

Ieva is also a keen angler and spends some of her time out of work wading through the local rivers looking for that record catch!



Ieva Breitereyte



Rita Paulina

## Resourceful Rita takes Resourcer role

Rita Paulina has worked for The Best Connection Derby since January 2017 as a Branch Administrator. Rita's hard work and organisational skills are an example to all in the branch. She supports all her colleagues and over the years, has helped support the various divisions in branch with payroll, resourcing and other client specific tasks. She has often been left on her own in a large branch to payroll all three divisions, which is a huge, responsible task!

Rita has now been promoted to the position of Resourcer within the Derby Aviation Division and we understand she has hit the ground running! "Rita has a real desire to learn and achieve and will be a huge asset to the Aviation Team," said Dan Wood, Branch Manager.

Many congratulations Rita!

## Jasmine makes Divisional Manager

**Congratulations to Jasmine Stone, aka Jas, TBC Mansfield, on her recent promotion to Divisional Manager.**

Jas started with The Best Connection as a Branch Administrator in the Sutton in Ashfield office. When an opportunity arose to move into sales as a Consultant, she took the decision to pursue a change to her career path and has not looked back since!

The news of Jasmine's promotion was very well received by all her colleagues. "What a wonderful success story," commented Lee Harris, Director.

Jas has had an interesting and extremely successful five years with the business having worked with numerous consultants and managers on her journey to becoming a Divisional Manager.

"Jas will be the first to admit that she wasn't a natural sales guru and has had to work hard at developing and honing her skills and building her knowledge. Along the way she has

experienced all the highs and lows that a Consultant goes through when becoming established in the role. I'm delighted to say that over the past 8 months, she has been responsible for converting significant new A-Z business and this will only increase as client numbers grow," said Lee Bennett, Senior Manager.

Well done Jas, all your hard work and endeavour has paid off. We hope you enjoyed the bubbles!

Jasmine Stone



# Fleetmaster Shortlisted for BRAKE Awards 2022

Fleetmaster is delighted and very proud to have been shortlisted in four categories at this year's BRAKE Awards which will take place on Thursday, 20th October 2022 at the Etihad Stadium, Manchester. The four awards are:

The Dr Will Murray Award for Analysis and Action

The Fleet Safety Innovation Award

The Fleet Safety Partnership Award

The Fleet Safety Product Award

All the awards entries have been produced around the work Fleetmaster has undertaken to digitise the delivery of some of its training modules. From the Driver Risk Management System to Fleetmaster's tailored E-Learning Modules, everything has been included in the submissions.

Born out of the pandemic, Fleetmaster accelerated its approach to road risk using its 'Digital World' online training modules

due to face-to-face training being prohibited. These packages have progressed enormously in the past couple of years and now customers use them in conjunction with face-to-face training to enhance the driver's experience and reinforce the safety message.



## Eurocell partner with Fleetmaster

**Congratulations to the Fleetmaster team who have been awarded the sole contract to deliver Material Handling Equipment (MHE) training for Eurocell across its branch and manufacturing network.**

Eurocell is one of the country's leading manufacturers, distributors and recyclers of building products. The business

operates a nationwide network of more than 210 branches, supplying a complete range of PVC-U roofline, conservatory roof, window trim and door products, as well as all the fixings, sealants and tools. The company employs 1,000 people and stocks around 4,000 product lines.

Claire Jones, Organisational Design & Development Manager for Eurocell, said:

"We are delighted to have Fleetmaster on-board as our approved provider of MHE training at our manufacturing and recycling sites. Fleetmaster has worked hard to establish itself as a true partner, providing a first-class service that goes beyond the training of our colleagues. They have helped us streamline our booking processes and improved the quality of the training we receive. We look forward to continuing our positive relationship in the years ahead."

After securing the contract, Ian Lettice, Key Account Manager for Fleetmaster, will have the lead responsibility for the Eurocell relationship. "At Fleetmaster, we are extremely proud and delighted to have developed a longstanding relationship with Claire and the team at Eurocell. To be awarded the sole MHE Training provider for Eurocell is testament to the dedication, hard work and true partnership that Fleetmaster and Eurocell have consolidated over recent years," commented Ian.



*Ian Lettice*

# Harsher Sentence for Death by Dangerous Driving



Drivers who cause death by dangerous driving will now face up to life in prison following new rules that were passed this summer.

From Tuesday, 28 June 2022, Judges have the power to hand down life sentences to those who commit death by dangerous driving and those who commit death by careless driving whilst under the influence of drink or drugs.

The maximum sentence was up to 14 years' imprisonment prior to the changes to the Police, Crime, Sentencing and Courts (PCSC) Act.

Former Justice Secretary and Lord Chancellor, Dominic Raab, said: "Too many lives have been lost to reckless behaviour behind the wheel, devastating families." He also added, "We have changed the law so that those responsible will now face the possibility of life behind bars."

The team at Fleetmaster welcomes this latest change in the law. Drink and drugs have a major impact on a driver's judgement and ability to drive in the correct manor.

## Wolverhampton high-flyers receive promotions

July was a momentous month for both Daniel Edwards and Karolina Wisniewska of TBC Wolverhampton with both receiving well deserved promotions.

Daniel Edwards has been promoted from a Divisional Manager to Branch Manager of Wolverhampton branch. Daniel began



Daniel Edwards and Karolina Wisniewska

his career with the business in October 2012 as a Trainee Industrial Consultant based in the Walsall office. After progressing to Industrial Divisional Manager, he transferred to TBC Wolverhampton in November 2021.

"Dan has been integral to developing our new onsite business win, Gestamp, whilst supporting the branch with developing a wider client base. It was a pleasure to promote Dan to TBC Wolverhampton Branch Manager," said Wayne Tighe, Area Manager.

The second recipient of a promotion is Karolina Wisniewska who received a Senior Industrial Consultant title. Karolina joined TBC Birmingham in March 2018 as a Trainee Industrial Consultant. She transferred to the Wolverhampton branch prior to the Covid outbreak and worked throughout the pandemic. Alongside her colleague, Nick Whitehouse, Karolina has been instrumental in re-establishing the branch to pre-pandemic levels.

"It was a delight to reward Karolina with a well-deserved promotion to Senior Industrial Consultant," added Wayne.

## Frankie gets his own branch!

Well done to Frankie Minichiello from the Taunton branch on his promotion to Branch Manager.

Since joining TBC as a trainee five years ago, with no previous industry experience, Frankie has continually pushed himself and performed at a consistently high level. Frankie and his Taunton team have helped the branch reach new levels, with one driving plan and two industrial plans regularly pushing the margin beyond £30k per week, a fantastic achievement.

Frankie has also been pivotal in bringing on an

onsite contract with an international cosmetics manufacturer based in Wellington, which will create further growth for the Taunton branch.

Throughout Frankie's five years' service, his main focus has always been on converting and growing new business, winning a number of sales competitions along the way, which in turn has helped establish TBC as the agency of choice in the Somerset area.

Congratulations Frankie on your thoroughly deserved promotion!

Frankie Minichiello



# Tour de Best Connection

The Best Connection  
EMPLOYMENT GROUP

## Tour de Best Connection raises £6,000 for Charity

Our company-wide baton-relay charity fundraising campaign, Tour de Best Connection, has been a resounding success with TBC's branches raising a whopping £3,000 for local charities throughout the UK. As pledged, this amount has been matched by the business and £3,000 has been donated to Cancer Research.

The event, which was inspired by The Queen's Baton Relay in the run up to the Commonwealth Games, comprised two baton journeys, which started in Glasgow and Truro on 17th June and finished in a closing ceremony that coincided with the launch of the Games, on 28th July at Topaz. Each baton travelled around 800 miles via a variety of exercise-based activities including walking, running, cycling and swimming to ensure the baton reached its next relay destination.

The theme of the fundraiser was inspired by Lee Harris' RORM region and as well as aiming to bring the whole business together while working towards a worthy cause, the charity initiative was a celebration of TBC's workforce and its focus on providing 'local jobs for local people' over the past three decades in business.

Neil Yorke, said: "Tour de Best Connection was inspired by The Queen's Baton Relay for the Commonwealth Games which was hosted in Birmingham where our inaugural branch was established 31 years ago. Seeing the entire company working together was inspiring and I hope, a lot of fun."

**"Thank you to everyone for taking part in this challenge and for sharing your photos and videos along the journey."**



Ashford



Barnsley



Basingstoke



Bedford



Birmingham



Blackburn



Bolton



Bradford



Bristol



Burton



Cambridge



Cannock



Cardiff



Carlisle



Chelmsford



Chesterfield



Coventry



Crawley



Crewe



Croydon



Darlington



Dartford



Derby



Doncaster



Dudley



Earls Court



Eastbourne



Enfield



Exeter



Glasgow



Gloucester



Grimsby



Guildford



Hanger Lane



Hull



Kidderminster



Leicester



Liverpool



Luton



Maidstone



Manchester



Middlesbrough



Milton Keynes



Newcastle



Newport



Northampton



Nottingham



Nuneaton



Oldham



Oxford



Peterborough



Plymouth



Poole



Portsmouth



Preston



Reading



Redditch



Romford



Rugby



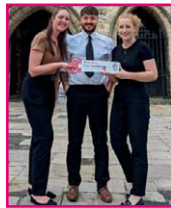
Scunthorpe



Sheffield



Slough



Southampton



Staines



Stockport



Stoke



Sunderland



Swindon



Tamworth



Taunton



Telford



Truro



Wakefield



Walsall



Warrington



Watford



West Bromwich



Wolverhampton



Worcester



Worthing



Topaz closing ceremony



# Ian Woodcock's double celebration!

Many congratulations to Ian Woodcock on both his 10-year anniversary with TBC and on being promoted to Divisional Manager. We asked Ian to share a few words about his journey with the company.

"Where have the past 10 years gone?!

I joined The Best Connection in May 2012 after previously working as an HGV driver for the Hull Branch. My background never involved office work, having served 15 years in the Armed Forces and HGV driving. I decided to work as a driver as a stop gap before deciding on my future.

The opportunity arose for an HGV consultant role at TBC, so, after a lot of deliberating, I decided to give it a go. Having experience in the HGV world made it an easier transition and it was only the office environment and the dreaded sales side of the business that I had to manage.

The team in place at the time made it far easier than anticipated and with Sheila, Shaun and Andy still with TBC, along with Paul, Marina, Beth and Bev, it makes the office a good family nucleus. Of course, just like everything

in life, the business has changed and evolved with the rest of the world. Covid has played a big part in how businesses operate which at the time was worrying for everyone. As key workers, however, we battled through and supported other businesses to keep the country going through what at the

time was 'unprecedented times'.

Now, with promotion to Divisional Manager and under the guidance of Sheila Eland and Shaun Walker, I look forward to the next 10 years with undoubtedly challenging, but happy times and to push the 'TBC Hull' brand and its good reputation to the next level," shared Ian.

Sheila Eland, Area Manager, commented: "In the early part of his career, Ian spent time interviewing and specifying drivers and building up the client base on the HGV desk. He continued to work with existing clients, going the extra mile in developing Jackson's Bakery. Ian gained his Senior Consultant position in May 2014.

"Having worked through some of the most difficult challenges of IR35, Ian has continued to seek out contracts such as GXO and B&Q and has received some fantastic testimonials from clients and drivers across our social media platforms.

"Congratulations to Ian on both his 10-year anniversary working for TBC and his promotion to Divisional Manager."



L to R: Ian Woodcock being congratulated by Shaun Walker

## National Pet Month TBC Winner

Here he is – Walter - and doesn't the name fit him perfectly? Not only does he have the cutest face in the whole of dogland, he also has the accolade of National Pet Month winner for TBC!

Congratulations to Walter and his owner, Shaun Glover, TBC Liverpool, on this accolade!

The contest was a huge success. Thank you to everyone who shared their wonderful pet pictures which all received many interactions on social media.



# Race for Life

## Race for Life team raising money for Cancer Research

BES Divisional Manager, Izzy Bullas and her friends and colleagues, Laura Armstrong, Emily Abba and Becky Maskil, have raised a team total of £1,130 for Cancer Research.

The Race for Life fundraising initiative started 25 years ago and was originally women only. It has since broadened into a totally inclusive activity. Events include 3k, 5k and 10k routes for participants to walk, jog or run, as well as Pretty Muddy obstacle events. Since its inception Race for Life has raised nearly £500 million for the charity.

Cancer Research is a cause very close to Becky's heart after fighting and winning her own battle with cancer. Izzy, Laura, Emily and Becky all met at Bailey Employment Services and worked together on the Lloyds Banking Group contract. Since then, Laura, Emily and Becky have moved on to different careers but it's great that they all still remain very close friends and have an unbreakable bond. Well done everyone!



Race for Life Participants



L to R: Laura Armstrong, Emily Abba, Becky Maskil and Izzy Bullas

## Shannon celebrates probation pass

Starting a new job in a new business can be a daunting experience so it's always a relief to have the first few months of probation completed successfully. On this occasion we congratulate BES's Shannon Dunn on passing her probation. Very well done, Shannon!

Shannon joined the Lloyds Banking Group team last December as a Resourcer and has since grown in confidence and is now an integral part of the team.

"Shannon is a real team player and has shared some great ideas with the team, some of which have been implemented, resulting in improved efficiencies. Well done, Shannon, keep up the good work!" said Izzy Bullas, Divisional Manager.

*Shannon Dunn*



# BES welcomes Romaine Brogan

A very warm welcome to Romaine Brogan who joined BES as a Resourcer on the Lloyds Banking Group account in July 2022. Here's a little bit of background Romaine shared with us.

"I'm 30 years old, married and have two children. I moved to Goole from Howden when I was nine years old, so I've been in this town quite a while now. I only live up the road from the office which is great. I worked in a care home kitchen for over eight years and then got my first customer support role in November 2021 at Ebuyer. I loved working and communicating with customers and clients but the hours weren't great. I was looking for a new role and came across an advert for Bailey Employment Services and decided to go for it and I haven't looked back since. The best decision I ever made!

"I have always had an interest in BES and had walked past the office many

times. When I was offered an interview, I thought it was a very interesting opportunity and couldn't believe it when I was selected. I enjoy being able to help people and what better way than to help an applicant to get a new job. I really enjoy working here, my team have been so welcoming and supportive. Every day is different and I get up looking forward to going to work now. My colleagues make a good cuppa too, so that's a bonus!

"In my spare time I love going camping - we have a lot of family days out and meals - I like to make wax melts and candles, and then light a candle with a glass of wine on a Saturday night, bliss! I travelled to South Korea in August for my younger sister's wedding which was a great experience."

Izzy Bullas, Divisional Manager on the Lloyds Banking Group team, said: "Romaine has been the perfect addition to the COM1 team. We have thrown her in at the deep end and she has



Romaine Brogan

coped really well, sounding so natural and confident resourcing candidates from day one. You'd never know that she's never been in recruitment before as she's amazing!"

## Seventh grandchild for Kev



Freddie

Congratulations to Kevin Driver, Senior Consultant on the BES Goole HGV desk, on the arrival of his 7th grandchild. Edward William John Webster (Freddie for short) was born at home on Sat 23 July, weighing in at 8lb 9oz.



Proud grandparents, Kevin and Viv Driver

# BCS Worthing welcomes Monika

**It's double congratulations to Monika Mieczkowska who joined Bailey Care Services, Worthing, as the Branch Administrator Resourcer in February this year. No sooner had she mastered the role, the allure of a Recruitment Consultant position has changed her career path. Monika shares her journey.**

"My journey in the care industry began nine years ago as a Care Assistant. This was also my introduction to the temporary worker sector. Over the past two years, I have worked as a Registered Manager in a Residential Care Home, which is a client of Bailey Care Services, Worthing and as a Service Manager at a home for adults with physical disabilities. This experience has given me an insight into the client's perspective of the business. The move to BCS has opened doors for me.

"From the day I joined BCS, I enjoyed working for the company and after spending time in the office environment I soon knew I wanted to become a Recruitment Consultant. An opportunity came my way and I moved into the role of Trainee Recruitment Consultant in July and I love it!

"When I'm not at work I like to read books and watch films and I also enjoy travelling and hiking. I have a cross breed Jack

Russell Terrier at home which gets me out walking a lot. The day without a walk is a wasted day for me," shared Monika.

"Since Monika joined the Worthing branch, she has proven to be a great member of the team and is willing to throw herself into anything that is asked of her. She just loves learning about the business and the recruitment industry and is extremely well suited to the consultant role. Monika is adept at talking to people and getting to know our clients and temporary workers. This is definitely where her strengths lie. It can also be said that Monika loves a practical joke and sometimes you worry what you may find when you are in the office!" commented Zoe Wickens, Divisional Manager, BCS.



Monika Mieczkowska

# Jacqui joins BCS Poole

**Let's extend a very warm welcome to Jacqui Roe who has recently joined the BCS team in Poole as the Branch Recruitment Administrator. Great to have you on the team Jacqui.**



Jacqui Roe

"I joined Bailey Care Services after caring for my Grandad who was suffering from vascular dementia for two years. Previously, I was a Production Office Manager for Compass, working to ensure over 15,000 school meals were delivered to schools every day.

"My background in Recruitment started over 15 years ago when I joined a recruiter as a receptionist and went on to run the Driving Desk. During this time, I also passed my CertRP.

"I love all things recruitment, especially meeting new people and learning new things. Every day is different and I really look forward to coming to work in the

morning.

"My other loves include all things am dram, singing, reading, painting and having massive, fluffy cuddles with my cat, Charlie," shared Jacqui.

Lisa Rothnie, Operations Manager, added: "Jacqui has joined the Poole team as it is going through a challenging recovery stage. She has shown resilience throughout, nothing fazes her and she will have a go at anything as the need arises with a constant, positive outlook. Jacqui quickly absorbs new ideas from her colleagues and puts them to good use. She is a pleasure to work with and I'm delighted she is part of the team."

# Ten Year Awards

Yes, time flies and before we know it, ten years have passed. In this issue of Best News, we recognise and celebrate five more colleagues who have reached this fantastic milestone. Congratulations to you all!

As a mark of recognition and a small thank you for their service, each person will receive a £500 E-voucher.

Jonathan Szymankiewicz	Mansfield
Gurinder Khatkar	Topaz
Neil Cartwright	Dudley
Ian Woodcock	Hull
Jeffrey Gray	Newcastle

Neil joined TBC Kidderminster as a Recruitment Consultant in 2012 and progressed to become a Senior Consultant before transferring to TBC Dudley in October 2019. He received a further promotion to Ind Divisional Manager in October 2020. Since the move, Neil has achieved solid success with the Dudley branch and is currently enjoying record results with the support of his team.



L to R: Wayne Tighe congratulating Neil Cartwright

## Ten-year Focus – Neil Cartwright

We congratulate Neil Cartwright, Divisional Manager, who has been with the business for 10 years.

# Telford's Turnaround Promotions!

Historically, TBC Telford has been reliant on demand from a handful of customers. Post-pandemic it became apparent that in the long-term this dependence was unsustainable. The introduction of TBC's 4 pillars helped the branch to focus on winning and developing good business in the area and thanks to the efforts of the team, new business acquisition has helped to redress the 'eggs in one basket' situation.

We are delighted to share that along this journey, two colleagues have been recognised for their contributions and have met the criteria for promotion. Many congratulations to Darren Shillam and Justyna Salata!

Darren joined TBC as a Senior HGV Consultant in February 2020 to run the Telford HGV division single-handedly, which he continued to do throughout this tumultuous period. Since April 2021, Darren has been tasked with stabilising and developing the Telford branch, including expanding the A-Z business and building a forward-thinking sales culture. During this time, Darren was placed as Acting Divisional Manager in Telford.

"I am pleased to report that Darren, with support from the team, has developed

Telford's A - Z business across both HGV and Industrial sectors in line with set targets. As a result of these changes, Darren was promoted to Telford Divisional Manager from 1st July 2022," explained Wayne Tighe, Area Manager.



L to R: Darren Shillam being congratulated by Wayne Tighe

Our second Telford colleague to receive a promotion is Justyna Salata. Justyna joined TBC in August 2019 as an Industrial Consultant having worked for a competitor. Thanks to her efforts, Telford now has a much greater variety of clients.

Justyna has become part of Darren Shillam's Telford leadership team and continues to drive the Telford Industrial business. After accomplishing her targets for promotion, Justyna was awarded a Senior Industrial Consultant role from 1st July 2022.

"Justyna was integral to supporting the business throughout the pandemic. Many thanks for your unswerving efforts during such an unpredictable and challenging time," added Wayne.



Wayne Tighe congratulates Justyna Salata

# Backline Soundbites

The past few months have been a busy time for the team at Backline with the completion of the Exeter Outbase refurbishment introducing much improved facilities which have been well received and used by the team and drivers.

"We are delighted to unveil the renovations at our Exeter Outbase. The upgrade to our facilities really delivers an improved experience for everyone," said Kelly Hughes, Manager.

Also high on the agenda has been training with the team continuing to expand and upskill to accommodate demand. We congratulate Paul Warrener who has passed his Association of Industrial Truck Trainers (AITT) and we welcome Wendy Lau, who has joined the team as Training and Accounts Administrator. Wendy, who was a



former financial advisor based in Hong Kong, will be responsible for ensuring service efficiency and high standards are maintained across the operation. Welcome onboard Wendy!

Driven by the looming deadline for CPC compliance, James Hamilton and Paul Warrener have been busy delivering MHE and CPC training along with Andy Callan and Richard Stentiford, who are also providing CPC training.

"With a closing CPC deadline, we are seeing a big increase in the number of candidates attending training. A lot of people are realising that they need to get

CPC training started before they find themselves either losing a driver for five days or not working for a week. Thankfully, here at Backline we are scheduling training days throughout the year to accommodate customers," explains Richard Stentiford, Training Manager.

Outside of work, Backline biking enthusiasts Simon Steer, Regional Manager, and Andy Callan, Trainer, and friends have been raising money for the Devon Air Ambulance by travelling the length of the Great Britain - in all around 857 miles in the same day - raising £1,315 in the process. We share Simon's account of this amazing journey in a separate must-read story.



Paul Warrener

## Backline addresses fuel price hikes and vehicle shortages

The impact of the war in Ukraine is being felt cross Europe. Energy prices have spiralled leading to a cost-of-living crisis in the UK and businesses struggling to pay high energy bills. Transport and distribution companies are feeling the brunt of this and having to make difficult decisions to keep their heads above water. In response to the situation, the management team at Backline Logistics in Leighton Buzzard have been looking at ways of generating more revenue per job and areas where cost savings could be made. The global 'chip' shortage has further exacerbated problems creating a shortage of commercial vehicles. German vehicle manufacturer MAN temporarily closed two factories due to component shortages resulting in a two-year waiting list for new vehicles.

Backline has changed the way it operates by agreeing to new

rental terms and retaining vehicles for a longer period. Customer price increases and fuel escalators have also been put in place to help with the increased operating costs. Thankfully, fuel prices are beginning to fall which will give the team at Leighton Buzzard some welcome relief.

Despite the challenges, however, the business pushes ahead and we are pleased to share that Backline Logistics has secured a new contract with Yusen Logistics which specialises in the delivery of medical equipment, electronics and white goods. The first vehicle request was made in July. A huge congratulations to the team!

"This is a welcomed addition to our ever-growing client-base who support the business on a regular basis," said Louise Gaunt, Operations Manager.

# Backline Bikers Support Devon Air Ambulance



## Land's End to John O' Groats

Whether it's immersing yourself in a bath full of beans, shaving off beards or even cycling ridiculous distances, raising funds for good causes has always been a way to help organisations that may not receive much or any public funding. Regional Manager at Backline, Simon Steer, decided in 2020 that, as a keen biker, he wanted to do something that would raise money for Devon Air Ambulance (DAAT). After all, the DAAT is a crucial service for bikers who may find themselves in trouble and in need of their service.

The activity had to be challenging enough to grab the attention of would-be sponsors, so it was decided to tackle a punishing 850-mile ride from Land's End to John O' Groats and to do so in one day!

After organising the logistics for the trip, the time arrived for the crew to meet up and set off for deepest Cornwall. They got together feeling excited but also with a huge sense of trepidation as the weather forecast had taken a turn for the worse. This was one occasion where they all hoped that the Met Office had got it wrong!

It was Sunday, 26th June 2022. The intrepid bikers set off from St Just at 2.15am to get to Land's End in time to leave no later than 3.00am from the famous Land's End fingerpost landmark. Preparation had been made to calculate the time required for fuel stops and any potential challenges along the way. The estimated arrival time was between 7.30pm and 8.30pm which would mean a journey time of approximately 17.5 hours!

They set off on time. Only 20 minutes into the journey and it started to rain! The leg of the journey across England saw regular, light rain but this didn't dampen their enthusiasm. Alas, as the Scottish border loomed, the story was to take a dramatic turn.

Approaching Carlisle, the heavens opened and continued to deluge the riders for the following 5½ hours. Rain was accompanied with hazardous side-winds making progress challenging and dangerous.

Passing articulated lorries on the A74M proved to be a life-threatening experience with visibility severely reduced and savage sidewinds posing a real threat - even to the larger, heavier bikes in the group. The fuel stops on this leg of the journey had to be restricted to 30 minutes to ensure they kept to the schedule. The fuel was painfully expensive but the cold and wet was even nastier. Many of the group became so cold, they stood there shaking uncontrollably. And this is in the middle of Summer!

Despite the awful conditions, they soldiered on, with every mile seeing them wetter and colder. Suddenly, and with Inverness in their sights, the clouds parted and a rainbow, the brightest of which they had ever seen, welcomed them by hovering over a dramatic, hilly landscape. This heralded the end of the bad weather and instead the arrival of clearer skies and the long-awaited dry roads that would accompany them to the finish.

The group of very damp but smiling bikers stopped for a break just outside of Inverness. But as they prepared to leave, Simon's



*The famous John O'Groats fingerpost*

his T reg VFR800 F1, had a flat battery. After a few expletives and pushing, they managed to get him bump-started and he joined the others to complete the journey. They arrived at 9.45pm with the sun setting behind the famous John O'Groats fingerpost.

## The long road home

As the others were breathing a sigh of relief at arriving, Simon Steer booked his trusty steed into a local garage. After a couple of hours of anxious pacing and copious amounts of tea, Simon's FJR1300 finally sprung back to life. The extreme, wet weather had affected the electrical system, but all was now sorted. With the prospect of a long ride through spectacular scenery ahead of him, Simon headed off with a renewed vigour and relief to meet his fellow bikers in Fort William.

The next five days saw the group winding their way back home following some of the most dramatic roads in the UK. The Highlands, Trossachs, Lake District, Snowdonia, Black Mountains, Brecon Beacons - it was a biker's dream. The mountain passes in Snowdonia were a highlight for the team. Browsing these passes and seeing the endless ribbons of tarmac stretched out in front of them at the bottom of the most stunning glacial valleys was breath-taking. Even a touch of rain couldn't spoil the experience. The weather was much kinder on the return journey.

As the bikers reached the M5 there was a tinge of sadness that the adventure was nearly over and to rub salt in the wound, the traffic was heavy and at a standstill for miles - but they were on bikes!

**Finally, the Backline Bikers would like to thank everyone who sponsored the trip and those who shared their posts to raise the profile of this incredible journey. To date the LEJOG 2022 team have raised £1,315 for the wonderful people at the DAAT.**



*Fort William line-up L-R: Jamie Wells (Honda CB500X), Simon Steer, Backline RM (Yamaha FJR1300), Andy Callan, Backline Trainer, (BMW RT), Marc Wells, (Honda Africa Twin 1100), Kev Burt, (Kawasaki Vulcan S 600), Pete Williams ('T' reg VFR800 F1)*

# Sales Support - 12 months on



## Sales Support & Key Accounts Team:

Front L-R: Mel Gamblin, Dawn Sweeney & Nicky Jarvis Back L-R: Simon Philips, Pete Whelan, Trevor Higgs & Rob Martin

Over the past 12 months the newly formed Sales Support function has been very busy working with the branch network to help develop good business opportunities. Thanks to a great team effort all round, that's just what they have done!

We will come onto some spotlight contracts in a moment but just to set the scene, these are some of the activities and successes the team and branch network have achieved:

- Demographic reports created x 213, Roller banners x 30, Flyers/Posters x 60, Proposals x 31, Presentations x 20
- New business wins x 28
- 6 x Onsite wins including: Gestamp, Enotria & Coe, Harrods, DHL Tyrefort, Swallowfield and Herman Miller (Re-sign)

Harrods

Probably one of the most recognised and iconic retailers in the world, Harrods, has awarded TBC half of its Distribution Centre Operations staffing requirement in Thatcham, amounting to over 100 temporary workers, with the opportunity to bid for the remaining 50% in 2023.

The initial engagement started in 2019 when the Sales Support team consulted the branches for potential opportunities. This resulted in Sean Marten, Senior Manager, TBC Crawley, handing over Harrods as a cold lead. Trevor Higgs, Senior National Sales Manager, picked up the lead and began to develop the relationship with Harrod's General Manager over



the years and this resulted in an introduction to the procurement team when they decided to go to market for a supplier. As part of the selection process, Trevor visited the famous Knightsbridge store and Thatcham distribution centre before completing an online, full-service proposal. The team, which included Trevor, Melanie Gamblin, Tom Smith and Alex Dirman, delivered a joint presentation of the proposal to the Harrods team.

Three of Harrods' stakeholders were also taken to a BES reference customer, Herman Miller (what a collaborative approach), to see a successful onsite operation. Following a thorough evaluation TBC was successful.

## Herman Miller



Iconic office furniture manufacturer, Herman Miller, has extended its contract with Bailey Employment Services for three years. The client is one of BES' most prestigious industrial clients. BES originally tendered for the business with the help of Trevor Higgs and Shaun Chilton in 2019 which resulted in a sole supplier agreement. Over the ensuing three years, the Melksham team have grown the supply of temporary workers from 70 to 170 and have built a strong relationship with the client. Herman Miller's policy is always to retender after three years and following a period of renegotiation have agreed to extend the contract with BES for another three years.

## Moonpig



Exceptional market knowledge is just one of the benefits of partnering with The Best Connection. We pride ourselves on our ability to provide local jobs for local people and with that comes awareness of the local area. Chris Prince, Branch Manager in Tamworth, demonstrated this knowledge when the branch was approached by Moonpig to support with staffing its new distribution and printing centre coming to the area.

The internet-based phenomenon, Moonpig, has become a household name, legendary for its transformation of the greetings card and gifts sector.

Moonpig reached out to TBC and other local agencies for employment support with the requirement. Chris Prince called upon Danny Keyes and Trevor Higgs to help with the engagement. Presentations were made to the Moonpig team over video call and project plans produced to showcase how the team would go about recruiting for the site.

Following a period of vendor assessment and negotiations, TBC

was successful as one of two on the preferred supplier agreement (PSL). The team involved put this success down to the robust structure produced and the market analysis.

"As market-leading experts we were able to advise Moonpig, guiding them on pay rates, highlighting any challenges, informing them of the main competition in the area and the peaks and troughs they could expect. All of which demonstrated our credibility and the expertise we offer our clients. Moonpig was even able to use the Tamworth office for interviews, something our competitors could not offer," explained Chris Prince, TBC Tamworth Branch Manager.

The team in Tamworth have already filled a number of vacancies and the site is currently preparing for the Christmas peak. The main peak periods mirror Valentine's Day, Mother's Day and Father's Day.

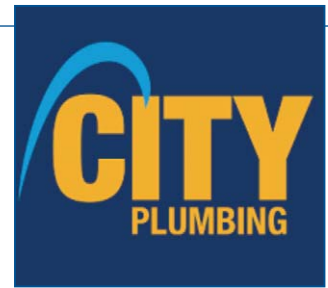
An Indeed event, led by Daniel Sanders, Recruitment Consultant, proved most useful. This involved an open day, held at the Tamworth office and then pre-screening completed online and in bulk. There are a number of workers on site currently and this is expected to expand significantly in the near future.

Well done to all involved.



Resources used at the Indeed open event

# Q&A with City Plumbing's Sharran Chapman, on CTS relationship



If you've ever been shopping for heating or plumbing products, City Plumbing may have been a port of call. City Plumbing is an award-winning plumbing and heating company which serves the trade, home improvement and DIY markets across its 370 branches in the UK and Ireland. The company is part of the Travis Perkins Group which is the UK's largest distributor of building materials.

In this issue, we share an interview with Sharran Chapman, Fleet Business Partner at City Plumbing Supplies to find out how the CTS relationship helps their business.

**Sharran, thanks for taking the time to speak with us. How long have you been working with CTS?** I started working for City Plumbing in January this year, so I've only been working with the team for nine months, but as a business we've used CTS as our vehicle supplier for several years. Initially we used CTS to provide us with short-term hire vehicles, but now they are our go-to supplier for long-term hire vehicles too.

**What was the reason behind switching to CTS for long-term hire?** During the Covid-19 pandemic we were experiencing such high demand for vehicles that we needed to work with a supplier who could fulfil our needs. CTS was the only company that could provide us with the number and types of vehicles we needed in the timeframes we needed them. Post pandemic, we still need a consistent supplier. Helen Davey and the team at CTS have such a great reputation. They have built solid relationships with their suppliers and are always able to deliver what we need, when we need it.

**What does it mean to City Plumbing Supplies to have access to vehicles in times of need?** It means that we're able to resolve breakdown issues before they turn into a crisis, so the branches are still able to deliver what they've promised to their customers. If one of our vehicles breaks down, we know that CTS will be able to replace it within 24-hours, if not the same day.

**What type of vehicles do you hire from CTS?** We hire a mixture of vehicles from CTS. Typically, it's the 3.5 tonne vans, such as a VW Sprinter or a low loader. One of the most popular vehicles that our branches need is the Luton Tail Lift van, which is a model we struggled to find through other suppliers. We also hire 7.5 tonne vehicles from CTS and recently changed the process due to compliance, so the team at CTS helped to make sure we were not breaching our O (operators) licence.

**It sounds like the team at CTS go above and beyond for you. Is that standard within the industry or specific to CTS?** CTS gives you access to a Customer Portal so that you can get a live overview of the number of vehicles that are on hire and which vehicles have been on hire the longest. I can see if any of the vehicles have been damaged and which region they were damaged in. This gives me a chance to provide specific feedback to the regional managers and the branch managers.

We like to work closely with our branch managers and give them feedback that will help us improve the service we provide to our customers. Therefore, if vehicles are being

damaged on the same route, then we know we need to have a word with our drivers to ensure they're being as vigilant as possible. We also want to make sure that all vehicles are properly checked once they're delivered to the branch. This is in case a vehicle is damaged and the details need to be logged. We can share this with the team so that they are aware of who is responsible for the damage.

**How many City Plumbing branches are there now?** We currently have 370 branches that are open and trading, with more new sites opening later this year. At the moment, we don't have a strategy for replacing vehicles, but working with CTS means that we can rest assured that vehicles will be delivered prior to when we need them and all the paperwork is up to date. If there is ever an issue then someone on the team will call me straight away so that we can get it resolved. I've never had to chase CTS for anything, it's always delivered to me before I get a chance to ask for it.

**What do you most enjoy about working with CTS?** First of all, everyone in the team is extremely friendly and helpful, you never feel like you're being a burden or wasting their time, even though I'm sure they're all incredibly busy. Even if there is a dispute, the team always handles it professionally and with care, they're never rude or defensive, they simply resolve it as quickly as possible.

I've even been on a call with Helen before where she briefed me on the questions I need to ask the branch managers when they request certain vehicles to make sure they're getting exactly what they need. She'll even go out of her way to ask more questions about what the vehicle will be used for so that she can suggest a better alternative. We've definitely saved money as a result of this as we've realised that the vehicle we're requesting isn't necessarily the best one for the job. Without Helen's expertise, willingness and honesty we'd still be hiring the same vehicles all the time, not knowing that better alternatives exist.

**What difference does working with CTS make to the running of City Plumbing Supplies?** Aside from everything I've already said, reliability is key. I know that all the information I need will be delivered to me immediately, I don't ever have to chase them. Vehicles are always delivered prior to needing them. It's a seamless process and I know I don't need to micromanage them. The Portal is also a huge benefit that provides so much insight and value that we wouldn't ordinarily have access to, not without spending a lot of time requesting information and then analysing it.

**Before we finish the interview, is there anything else you'd like to share about your relationship with CTS?** The whole team are brilliant and you constantly feel like you're being looked after. Helen Davey is our account manager, but if she's ever out of the office when I call then her team members are always up to speed with everything that's going on, we don't have to wait for her to return to get questions answered.

It's not like this at other vehicle supply companies - I just wish every aspect of my job ran as smoothly as it does with CTS.

# A day in the life of ... Julia Juna, TBC Inc.



Julia Juna

## Tell us a little about yourself

The most interesting thing about me is that I have a twin brother. Before you ask, no, my brother and I do not have twin telepathy! Although that would be a cool power to possess! A few things I like to do in my spare time are play basketball, read books, go on hikes with family and friends and there is no denying anyone's favourite hobby . . . watching Netflix.

I began my secondary school studies in the field of law as a paralegal. After completing a year, my interest in Human Resources blossomed and my endeavors in the field began shortly after. During my studies, I developed a passion for recruitment. That passion grew as I became a manager at McDonald's and had the opportunity to interview a variety of candidates with different skills, experience and attitudes. When presented with the opportunity to work at The Best Connection as a recruiter, I was excited to take on recruitment on a wider level and learn more about the industry. As a recruiter, I have come to realise that I love helping people and that it is extremely rewarding when I put a smile on people's faces after helping them find work. What I learned about myself working at TBC is that I am eager to learn new things that will challenge me and help me grow both personally and professionally.

## How do you start your working day?

I start the workday with a cup of coffee and breakfast so that I have the energy I need to conquer the day. When I arrive at the office at 8am, the first thing I do is check my emails to ensure that I have not missed any important messages from our clients. Right after, our team gathers to go through objectives set for the day and give updates on each plan. For about an hour, I like to focus on the administration side of the job such as creating or updating operational documents and checking in with temporary workers before they start their shift.

## What does a typical day consist of?

One of the things I enjoy most about this job is that every day is different. One thing that keeps me organised and planned for the day is a checklist. I write a list the day before, prioritising objectives to do throughout the day. Some days revolve heavily around reviewing resumes, pre-screening candidates, conducting interviews and sending terms and tasks to employees once they are confirmed by the client and attending service meetings with our existing clients. Also, part of my daily routine is business development which includes activities such as desk padding to generate prospective clients. Finally, I call current clients and temporary workers on the plan which is an important task we do, especially on Fridays when follow-ons are done.

## Who is your inspiration?

My inspiration is Kobe Bryant (US Basketball legend). The combination of his skills and mentality is super intriguing to me because it demonstrates true leadership and motivation.

"I want to see if I can. I don't know if I can. I want to find out. I want to see. I'm going to do what I always do: I'm going to break it down to its smallest form, smallest detail and go after it. Day by day, one day at a time."

This quote from Kobe has stuck with me because it symbolises that if you have the determination to achieve something, there is success in that. My second answer would be my manager, Mark, primarily because he took the initiative to move to Canada from the UK to further develop and expand the organisation. He has won many clients during his career, established branches and has a great attitude. His knowledge and expertise have taught me so much!

## Darren Pollard's canvass competition – Q2 winners

**The quarter is over and the results are in for Darren Pollard's canvass competition. So, who's taken the cream and who's the cat's whiskers this time around?**

In the Consultant category, we congratulate Blair Dennis for an outstanding performance winning the second quarter's canvass competition. He generated five new clients which is a great achievement given he has only been in recruitment since September last year - Well done Blair.

Also, a shout out to Luke Davies for coming in at 2nd place with six new clients but with a slightly lower margin – next time Luke! Luke was also a strong

contender in Q1, eventually finishing 3rd on six new companies and exemplary new business margin.

In the Senior Consultant and above category, we congratulate Dan Edginton for winning the Q2 competition, finishing on nine new clients with great new business margin. It looks like Dan is making the 2nd quarter of each year his own as he won the same quarter last year when he generated six new clients! Dan is consistent in the sales competitions and last year he finished second overall.

Also, well done to Jodie Dyke and Chris Henry for both producing nine new clients each within this period. Great job!



Blair Dennis

# Worthy Promotions in Worthing

We are delighted to share news about two individuals who have received promotions for their hard work and success. First off, Jordan Adfield who started his career with TBC as a Trainee Recruitment Consultant in October 2018 working on Worthing's Industrial Desk 2. He certainly hit the ground running, getting off to an impressive start with four customer conversions in his first three months.

In September 2021, Jordan transferred to Industrial Desk 1 working alongside Divisional Manager, Beki Maddocks. He made a smooth transition and maintained his focus and momentum.

After two successful years, Jordan passed his apprenticeship on 24th February 2020 gaining a Level 3 Certificate in Principles of Recruitment. In May this year, in recognition of his efforts, Jordan was promoted to Senior Recruitment Consultant. Many congratulations on your career progress Jordan!

Next up, Demi DeCastro. Demi passed her apprenticeship in 2017 having completed a Business Administration Level 3 course. Demi was promoted onto Industrial Desk 3 which is the newest desk in the Worthing branch. Industrial Desk 3 had its peaks through the summer, however, Demi has made a good solid foundation of clients which has made Industrial Desk 3 push for top spot in the Worthing branch.

Demi has really shown what a team player she has become, covering administration and other desks throughout Covid and whenever asked, nothing seems too big for her to take on.

Congratulations to both on your well-deserved promotions.



*Demi DeCastro & Jordan Adfield*

## Nikki's at the helm in TBC Oldham

**TBC Oldham has a new branch manager. Congratulations to Nikki Smith who takes the reins after five and a half years with the business.**

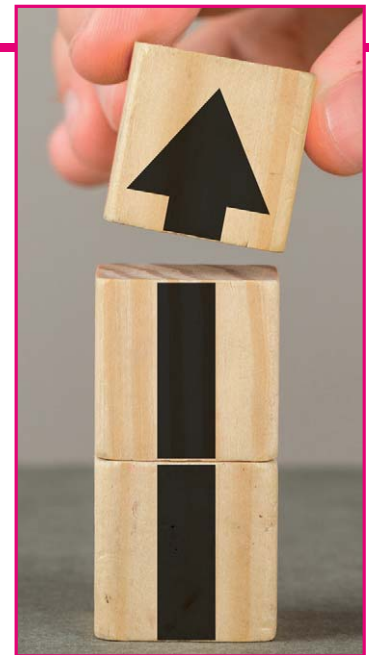
Nikki joined The Best Connection in January 2017 as a Divisional Manager to play a lead role in opening the Huddersfield office. After building a strong client-base over an 18-month period, Nikki transferred to TBC Stockport to head up the HGV desk and to assist in the development of the existing team.

In 2021, an opportunity arose at the Oldham office which offered Nikki a pathway to becoming the Branch Manager. Since the move, team Oldham has gone from strength to strength with Nikki at the helm.

"Nikki has always demonstrated

exceptional commitment and dedication to her role. She's a fantastic example to others on how determination and hard work will lead to success. The working atmosphere she creates is positive and it was an easy decision for Jason Melia, Area Manager and I, to promote Nikki to Branch Manager. Congratulations on your promotion Nikki!" said Andy Nuttall, Senior Manager.

"I have worked in rigid corporate environments all my career. When I joined The Best Connection, I was delighted to find the polar opposite. I became part of a very successful team - and family - and under the guidance of Andy Nuttall, I soon became passionate about my job and the company. I enjoy every aspect of the work I do and love expanding my knowledge and developing new skills.



"Since joining The Best Connection, I am a completely different person to the one who walked through the door in Stockport five and a half years ago. I am delighted to receive this promotion and very excited for the future," commented Nikki.

# THE SOCIAL MEDIA REVIEW

## 1st Anniversary!



### Happy Anniversary to the SMR!

During the past 12 months we have produced six jam-packed issues of the Social Media Review!

Content has included introducing our Social Media Champions, with each issue featuring a Champion spotlight. In addition, other regular subjects include:

**Client Case Studies**

**'How To' Guides**

**Hints & Tips including –**

**How to be Creative & Compliant**

**Posting Adverts**

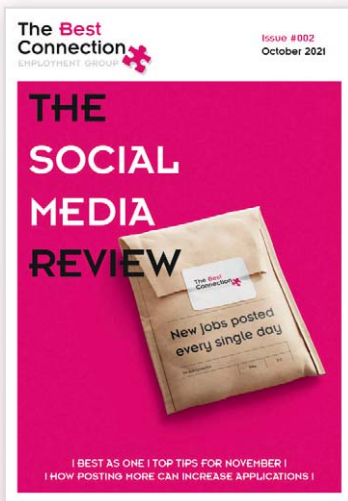
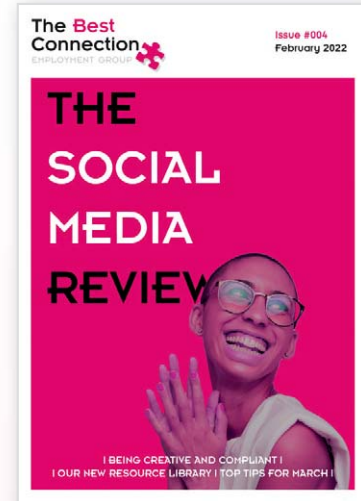
**Posting to Groups**

**Creating Polls**

**Growing Followers**

**Post of the Quarter**

**and guidance on how to win Facebook Branch of the Month competition**



If you've missed any copies, you can access all SMR issues on the intranet/The Hub/Media Resources.



# Promotion – it's down to Progress!

**Carl Davis, Senior Manager, TBC Maidstone, explains how he nurtured three of his team who had promotions in their sights. To help him with the process, Carl Turned to People Services' application – Progress.**

"Knowing that I had three members of my team pushing and working hard to gain promotions, Andy Clark (Area Manager) asked me to gather evidence and put a case forward for each member. To help me with this, I turned to Progress.

"The whole process started at the beginning of the year when I first identified all three employees for potential promotion. I initially asked the Consultants to review the role profiles outlined on the BMS that they were aiming to achieve. This included identifying any gaps or areas of further development within behaviours and competencies. I then set SMART objectives in Progress monthly 1-2-1's for the consultants to achieve and work to develop the required behaviour and competencies. Each consultant was encouraged - and expected - to comment and update the objectives, in addition to providing their evidence proving they had achieved this objective.

"Following this, throughout July and August, I held a six-month review of the case that had been built with each person.

"By combining the feedback provided by the applicants and my own data - backed up by Jigsaw performance stats including achievement and new margin generated - the case was then easy to build. I listed the behaviours and competencies per role profile and various evidence gathered which proved these criteria were being met and in most cases expectations exceeded," explained Carl.

So, let's see who the aspiring applicants were and how they got

on following the assessment process.

First up, Darren Naylor. Darren ticked all the boxes and was promoted to Divisional Manager on MAHGV. Many congratulations. Darren started at TBC Maidstone in January 2016, and during his time in the Maidstone branch he has developed and maintained a large client base and prides himself on his high service levels. His standards and the level of detail he puts into all of his work has allowed him to develop a team and a new HGV desk in Maidstone during the pandemic. With his new-found position, Darren is now looking to strengthen the plans and add a new member to the MAHGV division.

The second of the three applicants is Jamie Biggs, TBC Ashford. He also met all the criteria and was promoted to Divisional Manager. Very well done! Jamie joined the Ashford branch in 2018. It was clear from the outset that Jamie was keen to take on additional responsibilities across the HGV and IND desks. He has been driving sales and good work practice while offering support to the team and leading by example. Jamie will continue to expand the business in the East Kent area and develop the team around him.

The third of our ambitious three is Jordan Oliver who was promoted to Senior Consultant. Many congratulations Jordan!. She joined the Ashford branch in Oct 2017 as the Branch Administrator and after showing her abilities and determination to move into a sales role, she became a Consultant in May 2018. Since then, Jordan has worked hard to become the lead consultant on ASIND desk. Her success in developing and increasing business share across a multitude of clients and developing brand new business has allowed her to create an IND desk with a solid foundation with returning business each year.



L to R: Daren Naylor & Carl Davis



L to R: Carl Davis & Jordan Oliver



L to R: Carl Davis & Jamie Biggs

## Jordan and Bart tie the knot

If, like Jordan Chrystie, Senior Consultant, TBC Ashford and her fiancée Bart Oliver, you were planning to get married in July this year, the sunshine was almost guaranteed to shine! And so it was, on July 15th the happy couple exchanged vows and became husband and wife. Many congratulations to Jordan and Bart and we wish them every happiness in their future life together.

The wedding was held at the Hythe Imperial Hotel, a beautiful venue on the South Coast of Kent. The entire Ashford team were together in the evening of the wedding to celebrate with the happy couple.



Bart & Jordan Oliver

# 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  
EMPLOYMENT GROUP

Management Opportunities  
are available in our  
TBC Bristol, Coventry  
and Oxford branches

The **Best**  
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Exciting  
Head Office Opportunities.  
We are currently recruiting for a  
Sales Manager,  
Key Account Manager,  
Credit Controller and  
Junior Business Analyst

The **Best**  
Connection  
EMPLOYMENT GROUP

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

Bristol, Bradford, Exeter,  
Kidderminster, Milton Keynes,  
Newport, Norwich,  
Reading and Slough

The **Best**  
Connection  
EMPLOYMENT GROUP

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

Birmingham, Blackburn  
and Poole

The **Best**  
Connection  
EMPLOYMENT GROUP

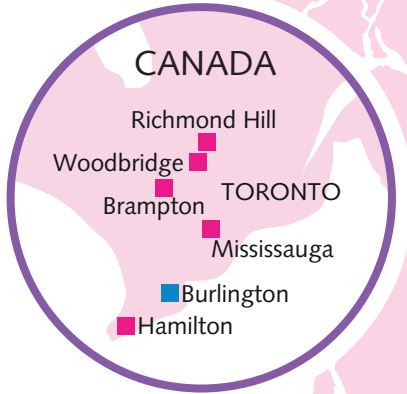
The Best Connection has  
identified the following locations  
for future branches and has  
opportunities for current or  
aspiring Senior Consultants  
and/or Managers in:

Banbury • Hereford  
Swansea

## Want more details?

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

# SWS GROUP



**The Best Connection**  
EMPLOYMENT GROUP

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**BES Bailey**  
Care Services

[www.baileycare.co.uk](http://www.baileycare.co.uk)

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Paper from sustainable forestry