



# Supporting Crisis at Christmas

Hello and welcome to December 2022 edition of Best News. In this quarter's issue we reflect on your activities and stories across the SWS Group as we countdown to Christmas. Despite the external pressures facing our core sectors, we continue to be steadfast and focused on our efforts to support our customers, many of whom are actively preparing for the busiest period of the year. Our customers rely on us to maintain adequate staffing levels in order to fulfil their own obligations to their customers. I know I can rely on you all to do everything you can to help them achieve this.

With the Christmas season in mind, we launched our Advent Calendar at the beginning of December. This year, we have chosen to support the national charity, Crisis, which offers year-round education, employment, housing and wellbeing services for homeless people to help them rebuild their lives.

Given the severe adverse weather conditions, the impact on those who find themselves homeless will be all the worse. During the festive period, Crisis runs the Crisis at Christmas campaign that provides warm meals, shelter, support and companionship at Christmas to those experiencing homelessness. I know that many of you have been incredibly generous with your donations at each branch. As a result of your work and generosity, many people in need will receive much-appreciated provisions this year. I thank you for this. Thank you to those who volunteered to collect the donations from local branches and distributed to Crisis hubs.

As well as Best News and other regular internal comms that you receive, visibility of what goes on across our business is conveyed more and more through our use of social media and collaboration tools such as Yammer which allows us all to communicate across our community, sharing messages, knowledge and pictures. A very well done to all the branches that have used Yammer to share how you have wisely invested your allocated decorating budget on creating a festive in-branch scene. It goes to show that a small budget can go far when your creative minds are put to the test! The more we do, the more we share, the closer we become. Thank you for your continued postings and shares.

In other news, we welcome some excellent new contract wins including Fleetmaster's training contract with British Gas and Backline's win with Yusen Logistics. We have branch moves and celebrate many well-deserved career promotions. We also get to hear feedback from our customers on how we are supporting them and are always delighted and grateful for customer testimonials - particularly when they are unexpected.



Andrew Sweeney

And finally, on behalf of the directors and myself, I would like to wish you all a very happy festive period. I hope you get time to relax and recharge ready for an exciting 2023. Thank you for your support, hard work and loyalty throughout 2022.

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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Marion 'Maz' McLeod

# Marion McLeod

September 1st, 2022 was a memorable day in the life of TBC Glasgow's Marion McLeod because she received a well-earned promotion to HGV Divisional Manager. Many congratulations Marion!

Marion joined the fold in April 2017 as the very first hire to the business north of the border when the Glasgow branch opened. She had the task of building an HGV business for the branch from the ground up. Marion was an experienced HGV Consultant and joined the business in a senior capacity. With her knowledge of the industry and locality, not to mention hard graft, she quickly added clients and drivers to the desk and swiftly got her part of the business up and running.

Over the years, she has personally nurtured both IND and HGV Consultants through their careers and assisted with

developing and growing the branch. Due to her input and application Marion has helped to make the branch commercially successful and has seen the division grow from one to two plans. She has built a solid client base and driver community that are loyal to TBC Glasgow and has passed countless opportunities to other branches during this time.

For the past year, Marion has been working on a number of challenging objectives to demonstrate her management of the division, growth of the plans and development of Linzi Crawford, Starlina Proctor and Emma Henderson on the desk.

"I am delighted to announce that Marion has delivered on all these objectives and has been promoted to HGV Divisional Manager from the 1st of September," said Will Miller, Senior Manager.



# Carlisle moves after 15 years

Well, it was sort of home from home for the better part of 15 years. The time had come though, for TBC Carlisle to move to a new office in the shape of Units 1 & 2, St Nicholas Street, Carlisle. Congratulations team Carlisle.

"It took a while to find the best premises for our needs. We required a space that would support the team in the same space whilst also being accessible to our clients and temporary workers," explained Georgina Metcalf, Branch Manager.

"The team have been brilliant helping to organise everything and packed up and to say they were delighted to say goodbye to the old building that was split over three levels is an understatement! We are all now enjoying working together in one big office space, that's fresh and modern and more conducive to our future growth plans. Our clients and temporary workers have also shared their approval," added Georgina.

The team have settled in well and are making the most of the practicalities the new office offers. When clients and temporary

workers visit the branch for meetings, they are now able to meet the full team including administration staff which was previously not possible.



L to R: Lara Reid, Lucy Holliday, Georgina Metcalf, Haley Wilson & Sophie Bowes (Missing from the photo - Rhianne Pearson & Luke Hayhurst)





# Getting Gatwick Back on its Feet!

Our team at TBC Crawley branch have recently partnered with a number of companies in and around Gatwick Airport to support the busy seasonal peak. The slow return of air travel following the pandemic has brought many new challenges to all companies in the aviation industry. A lot of people have also left the sector due to redundancies, taking their knowledge and experience with them.

To help with getting Gatwick back on track, our Crawley team have been working closely with their clients to manage the increasing demand for staff. They have done incredibly well finding candidates for a number of roles including Customer Care Assistants, Ramp Agents, HGV Drivers, Bus Drivers, Cargo Handlers, Security Scanners and Catering Personnel - to name but a few!

One of the team's most interesting challenges came from a company that required around 100 Customer Care Assistants. In the airport, this vital role ensures passengers with restricted mobility are given support and help to get to their flights safely and on time. The aviation team worked extremely hard to find the staff required. This involved hosting an Indeed hiring event, producing some great social media content - including videos with our Social Media team, attending several open days and recruiting onsite in Gatwick Airport. This great success story has not only secured business for 2023 but has also given the team the opportunity to promote the 'The Aviation Connection' brand. With more companies requesting the support of Aviation Connection services the only way is up-up and away!



# A Year on . . .

## Aviation Connection's Compliance Team

Since the creation of Aviation Connection's compliance operation at Gatwick Airport in July 2021, our high-flying team have continued to expand to keep pace with the growing demand for staff in the Aviation sector across The Best Connection's branch network. Now, based in the brand-new Crawley office (aptly named Aviation Court!), the team supports seven UK airports. This requires the team to have an understanding of the nuances and client vetting requirements for each airport.

Led by Team Leader, Emily Smith, the team now consists of five Compliance Administrators, with a further two being recruited. Every branch with an airport in their area can take advantage of the bespoke service the team provides. The compliance team will support the branch with navigating the

rules and regulations relating to the airport. This includes obtaining references and security vetting, both of which need to be completed to the highest standards. To date, this key

business function has facilitated 772 airport workers to obtain the correct security pass. Not bad in just a year folks!



Compliance Team - L to R: Charlotte Coughlan, Naoise Ross, Shivani Shukla, Emily Mith, Julie Rawlings & Aicha Sy





# Ofsted Feedback is Positive

Apprenticeships are a very important part of recruitment at TBC. We are committed to getting the best out of raw talent, shaping minds and building skillsets that fit our culture and industry. As an employer provider of apprenticeships, we are assessed by Ofsted on an ongoing basis to ensure we're delivering the very best training programmes. In July we had our first inspection visit.

Ofsted is a government department that inspects and regulates thousands of organisations and individuals providing education and training that are funded through government initiatives.

Over a two-day period, the Ofsted team looked at three key criteria: leadership and management, quality of education and safeguarding. We had some fantastic feedback from the inspectors on the quality of training and support delivered to our apprentices. This included:

We recruit with integrity, ensuring we put the right people on an apprenticeship programme.

- Managers are engaged in their apprentice's learning journey; they know where they are with their work and what they have left to do
- Apprentices benefit from being taught by trainers who are well-qualified, motivational and knowledgeable. As a result, apprentices develop positive attitudes to work and feel well supported in their learning
- Managers and trainers ensure apprentices have a chance to put what they have learnt into practice in the workplace
- Trainers set clear targets and monitor apprentices' progress well. They ensure apprentices receive detailed and helpful feedback that enables them to develop their skills further. Consequently, apprentices learn well over time and recognise what they need to do to improve
- Leaders and managers support apprentices that fall behind in their learning
- Apprentices had an excellent understanding of modern slavery and how it impacted their role

The benefit of external assessment and advice is using the feedback to build a culture of continuous development for all

our apprentices. Based on the response we received, we are building on the following areas:

- Ensuring that all apprentices have the opportunity to develop their maths and English skills. This will include providing more advice on structuring and presenting emails and report writing skills at end point assessment
- Being able to read and analyse documents in order to facilitate the extracting of pertinent information
- Communicate effectively with different stakeholders
- Build confidence with using basic maths to run a successful plan

"A huge thank you and well done to all our apprentices and managers who took the time to speak to the inspectors about what we do.

Since becoming an employer-provider of apprenticeships we have had 36 people achieve, 33 of whom received a distinction and 3 achieved a pass.

Look out for our social media campaign where we will celebrate the successes of our apprentices, the impact they have had on our business and encourage potential employees to join us through our apprenticeship programme," said Jo Pritchard, Apprenticeship Manager.



Jo Pritchard

## 10-years' service list grows longer

In every edition of Best News, the list of colleagues who have reached the 10-year mark with the company grows longer. On this occasion, we celebrate those who joined in 2012. In this year Queen Elizabeth II had been on the throne for 60 years and the UK hosted the Olympic Games.

Many congratulations to you all! Here's to the next 10 years!

Emma Thompson	TBC Crawley
Richard Lewin	TBC Northampton
Rosemary Reed	TBC Leicester
Jane Allison	TBC Birmingham
Teresa Mitchell	TBC Eastbourne
Cee-Jay Jones	TBC Portsmouth
Selena Holloway	TBC Dartford





# Key Accounts catch up

In our Key Accounts catch up, we start by congratulating Dawn Sweeney who has taken on the mantle of Head of Key accounts from Wendy Skrivanos who has decided to retire.

The Key Accounts team play an integral part in supporting the branch network with major opportunities. If you are working on an account or trying to break into an account and need extra support to get things moving, please engage a Key Accounts member so they can work with you. This proven model has been showcased previously in Best News with some tremendous joint wins.

Such has been the success of Key Accounts we welcome a

new face to the team with Liz Budden joining as a Key Account Manager. Welcome to the team Liz! We also celebrate some new business success. After gaining supplier status for DHL Aviation and Tourism, Dawn Sweeney teamed up with Rene Hawkes and the Aviation Division to secure additional new business. Teamwork makes the dream work guys! Very well done!

So, the full line up in the Key Accounts team is: Dawn Sweeney – Head of Key Accounts, Nicky Jarvis – Key Accounts Manager, Liz Budden – Key Accounts Manager and Rob Martin – Key Accounts Administration Support.



Liz Budden



Nicky Jarvis



Dawn Sweeney



Rob Martin



## Bobbie Lily-Jayne Scott, welcome to the world!

We are very fortunate to have a large community of employees across the UK and Canada. Many of you kindly share some of the most special events in your lives. And there isn't anything more special than welcoming a new baby into the big wide world. On this wonderful occasion we are delighted to say goo goo, ga ga, to little Bobbie Lily-Jayne Scott, daughter of Charlee King, Recruitment Consultant, CMS, Topaz.

Charlee and partner, Chris, were delighted to

announce the birth of their baby girl who was born on 5th October at 2.49pm, weighing 8lb 9oz (3.88Kg).

Charlee joined TBC in January 2018 as an Industrial Consultant in Birmingham before moving across to CMS in July 2018.

Charlee is currently taking maternity leave and due to return in May 2023.

Many congratulations to Charlee and Chris.

*Bobbie Lily-Jayne Scott*



# The future is Electric

Despite the effects of the pandemic, in 2020, electric vehicle (EV) sales in the UK rose significantly and Fleet Managers are now starting to integrate this technology into their fleets. The Government's announcement to cease production of petrol engines by 2030 is also likely to add further pace to this transition. With these changes afoot, the need for additional training becomes a higher priority.

It is essential that drivers are trained on the crucial vehicle differences between traditional and EV vehicles. It is also worth noting the importance and effectiveness targeted training can have on safety and driving efficiency. To keep ahead of the game, Fleetmaster is working closely with manufacturers and sector experts to develop its range of industry-leading training courses. These have been designed to familiarise drivers with EV's and to reduce risk across the fleet. Training can be delivered in various ways including practical and online with bespoke courses available for tailored needs.

One of the leading, early adopters of EV's in the UK is British Gas. They have partnered with Fleetmaster to deliver training to all their EV drivers. James Rooney, Fleet Engineering & Innovation Manger at British Gas, commented: "As the UK's biggest power company operating one the largest fleets in the country, we are leading the change to electric vehicles and have committed to electrifying our fleet by 2030.

"Fleetmaster has been our driver training provider for over 15 years, so it makes



BG e-Vivaro

perfect sense to partner with them in our drive to a greener future. They have fully embraced the EV culture and have written industry leading courses around our needs to educate our drivers.

"During a challenging period as a result of the Covid pandemic, Fleetmaster adapted quickly and helped to keep our training running by putting in appropriate safety measures and utilising remote learning. This approach has worked well for our business. Fleetmaster do a very efficient and professional job with all our driver training through a variety of accredited courses. I would have no hesitation in recommending them."

Fleetmaster has worked with British Gas for over 15 years and the team is delighted to extend this partnership to cover Electric Vehicles.

"We have worked with British Gas for a long time and are thrilled to continue our partnership. British Gas has embraced the

change to EV's and working alongside them we have developed courses that have worked well for drivers and the company. Our courses are designed to make drivers familiar with EV's and maximise performance and safety across the fleet," said Jamie Boocock, Director, Fleetmaster.



Jamie Boocock



## FLEETMASTER GROUP



We would like to take this opportunity to wish all our employees and clients a Merry Christmas and a Happy New Year





# Fleetmaster Group awarded British Gas Training Contract for 17th year



**Fleetmaster has secured a four-year contract with British Gas to deliver driver training.**

The new contract, which was secured following a robust procurement process, will see Fleetmaster deliver all driver training and related services to British Gas's new and existing drivers, supporting their objective to become one of the safest fleets in the UK. As part of the contract, Fleetmaster will create tailored courses to meet the needs of their drivers.

British Gas is a domestic energy supplier and part of the Centrica Group. As well as providing gas and electricity, it is the largest domestic central heating and gas appliance installation company in the UK.

As a responsible energy provider, British Gas is planning for the future by investing in renewable energy and focusing on improving efficiency, thereby helping customers reduce their own carbon footprint.

Operating in England under the British Gas brand name and as Scottish Gas in Scotland, the company has 25,000 staff and over 9,000 that are highly trained, Gas Safe registered engineers. British Gas has the 3rd largest fleet in the UK. It is important for both employees and customers that the business demonstrates a pro-active approach in managing foreseeable risks.

Fleetmaster takes a holistic view on driver risk management and continually invests in the development of new training products and services to maintain its position at the forefront of driver training. Fleetmaster conducts all driver training on behalf of British Gas.

**With this relationship firmly in place the business has seen:**

A total of 1,850 on-road driver training courses having taken place in 2019. This was a combination of new starter assessments, high risk driver developments (DRMS Data) and small to large van conversion assessments. This resulted in a 33% reduction in at-fault incidents in 2019 compared to 2018. From the data provided by Fleetmaster to the Energy Savings Trust (EST) a fuel reduction of 15% had also been achieved in 2019, 2% more than 2018. This is a significant saving, given British Gas's high spend on fuel.

Nick Boocock, Head of Key Accounts, Fleetmaster, said: "We have been working with British Gas for over 17 years, building a robust partnership, as British Gas has expanded exponentially. Throughout this time, we have been able to support the company's growth by building a bespoke training support package that suits its operations."

## Fleetmaster New Faces

**Following Fleetmaster's recent contract award for National MHE (Mechanical Handling Equipment) training, we are delighted to introduce two new faces to the Fleetmaster team. Roger Crowley joins as the Northern Senior MHE Instructor and Nick Latham, Senior MHE Instructor for the South.**

Between them, Roger and Nick have over 30 years of instructor experience on a vast number of MHE equipment. They have instructed for Fleetmaster on a subcontractor basis for several years and proved themselves as professional MHE instructors of the highest standard.

As the 'seniors' for the northern and southern regions, they are tasked with building client relationships within their respective regions by providing expert knowledge and guidance.

We would also like to welcome Kenny Chuter to the Fleetmaster team. Kenny has joined as a Licence Acquisition Planner. We wish him all the best in his new role. **Welcome to the team!**

### Roger Crowley

"I have always had a passion for working with machinery. Before making the change to an instructor I had been operating forklift trucks for 15 years. I became an instructor in 2011 and never looked back. Training gives me great satisfaction, allowing me to share my expertise with others. I also enjoy meeting new people and take great pleasure in building people's confidence and giving them a new life skill. In my spare time, I love tinkering with my



Jaguar and socialising with my friends and family," shared Roger.

### Nick Latham

"I am extremely proud to accept my role within Fleetmaster. I have worked with Ian and the team for a long time now and it was a very easy decision to make. Outside of work I love to spend time with my family and friends. My hobbies include customising cars, go karting, motocross and UK road trips," shared Nick.



# Halloween Pumpkin Carving Competition!



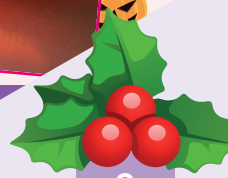
The pumpkin carving competition has been a real eye opener, showcasing a wide range of imaginative creations, unique skills and boundless fun.

Thank you to all you pumpkiners out there. No doubt some of you will carve a career out of this.

Congratulations to TBC Southampton, creator of the winning entry. They almost looked good enough to eat! 😊







# Backline wins Yusen Logistics contract

**A huge well done to the Backline Logistics team for securing a new business win with Yusen Logistics for the supply of haulage services.**

The work was awarded following a meeting held by Liam Murnaghan, Business Development Manager and Louise Gaunt, Operations Manager, with the Yusen team in June this year. After a lengthy supplier onboarding process, Backline started supplying their services in July.

“As part of the onboarding process, we underwent an onsite security review where they looked at our recruitment policies and yard security which we passed with flying colours,” said Liam.

Yusen is a Japanese-owned worldwide logistics company which operates from 24 sites across the UK. The company specialises in transporting white and brown goods such as Smeg Fridges, LG TV’s and other electrical goods, across the UK mainland.

“We completed Scottish disclosure checks on all of our employed and regular agency drivers who work on the Yusen contract. This level of security was a prerequisite,” added Liam.

Feedback from Yusen Logistics has been positive. So much so that it has resulted in Backline being awarded some dedicated stock transfer work which involves transferring 650 pallets from Croydon to Milton Keynes.

As the Christmas season rapidly approaches, Yusen expects to become busier and will be calling on the Backline team to support with requirements.



## Backline passes FORS reaccreditation

**Maintaining standards is a never-ending process and this becomes critical to the business when those standards dictate your market perception and chances of being successful. One such accreditation that is very important to Backline Outbase is FORS (Fleet Operator Recognition Scheme).**

FORS is a voluntary accreditation scheme for fleet operators which aims to

raise the level of quality within fleet operations and to demonstrate which operators are achieving exemplary levels of best practice in safety, efficiency and environmental protection.



Each year, to retain the FORS accreditation, Backline Outbase undergoes an independent audit. Backline has done so for the past three years and maintains a bronze level.

Rob Sargent, Shift Operations Manager, said: “We have been improving the health and safety standards at our Exeter Outbase facility and we are delighted to have retained our accreditation.”

## NPORS accreditation expands training options for Backline

**Many congratulations to Backline training for becoming an accredited NPORS training centre.**

NPORS is one of the UK’s leading accreditation and registration bodies, working across the construction, industrial, utilities, warehousing & distribution, agricultural, ports and marine sectors.

The addition on the NPORS accreditation gives Backline access to new areas of training the business can now offer. As part of this new capability, Richard Stentiford, Training Manager, recently went on a week’s course in Bridgend to become an accredited NPORS trainer.

“With certain companies, NPORS is a credible and recognised card scheme that challenges the status quo. NPORS is now

recognised on many sites by major contractors due to the addition of the CSCS (Construction Skills Certification Scheme) logo on the NPORS card,” explained Richard.



Richard Stentiford





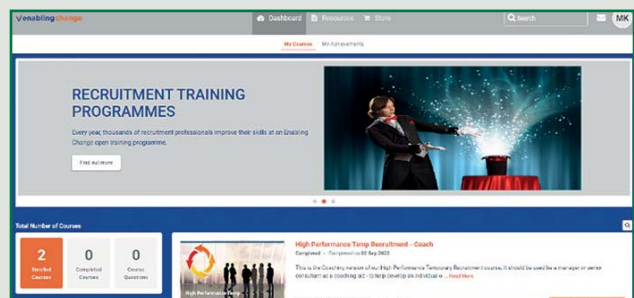
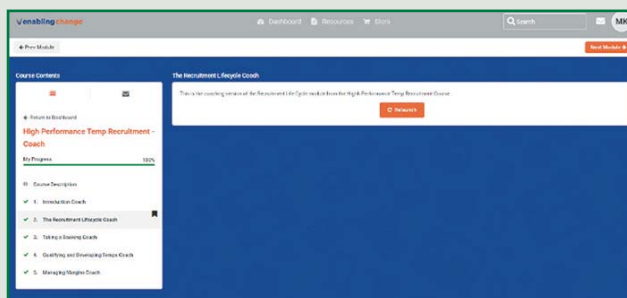
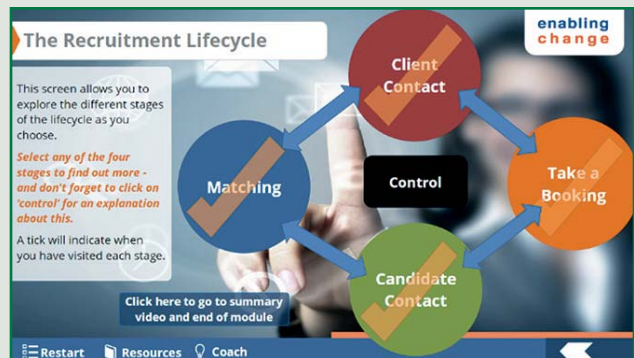
# Backline signs up to Enabling Change recruitment training

You can never have too much training as nowadays you need to be at the top of your game to keep ahead of the competition. So, knowing your industry and how to engage with people is crucial.

Following a great experience with specialist recruitment training company, Enabling Change, which ran several training days for Backline in the recent past, the business has enrolled its staff on an online course that will serve the needs of those wishing to have a refresher as well as those starting with little or no experience. The programme will be managed by Backline's Regional Manager, Tim Rogers and Matt Kirby, Business Support Executive.

The beauty of online training is allowing people to learn at their own pace and to fit in training activities around other daily duties. After the initial rollout, the Backline team will have a better understanding of any training gaps where additional programmes may assist colleagues across the branch network to develop further.

Some of those who will benefit from the investment in training are Ellie Jones who joins the company as a Recruitment Consultant based in Yeovil, Chloe Howick, Trainee Consultant based in Exeter and Robert Rolfe, Site Supervisor who works at Backline's Andover Outbase.



## TBC Sunderland Wedding

This summer was a humdinger for perfect wedding weather and one lucky couple that chose August to exchange their nuptials was not to be disappointed.

It is with great pleasure that we celebrate the wedding of Jordan Winlow, Recruitment Consultant, TBC Sunderland, to his wife, Emma. Congratulations to you both and all the very best for your new life together.

Jordan and Emma tied the knot at St Andrews Church in Sunderland on 17th August followed by a reception held at the beautiful Dalton Old Pump House in Seaham.

The bride looked beautiful and Jordan scrubbed up OK according to his colleagues! Following their fabulous wedding day, it was all aboard as the happy couple embarked on a Mediterranean cruise from Barcelona to Rome.

The Sunderland team and colleagues in the North-East send their congratulations and best wishes for Jordan and Emma's future happiness.

*Jordan & Emma Winlow*



# Washy shares all!



Washy Maziveyi

Since joining City Transport Solutions, Regional Manager, South of England, Washy Maziveyi, has been busy bringing in some very high-profile customers. These include, SIG Roofing PLC, one of the UK's largest specialist merchants of roofing related products and services, London Marathon, home of the world's greatest marathon and other major running and cycling events, Power Electronics, Spain's biggest manufacturer of solar inverters and wind turbines and Plant Designs, a London-based company supplying plants to London businesses and households.

We were keen to find out what makes Washy tick and his secrets of success.

## Tell us about your experience in the vehicle hire and logistics industry?

I've been in the industry for around 17 years now. In 2005 I joined Enterprise as a management trainee and worked with them for six years. Then I moved to another rental company, Sixt and spent a year there. After that I moved to Arnold Clark and stayed there for six years. I joined CTS in February 2021.

## How do you find the hybrid working model at CTS?

I'm primarily working from home at the moment, which works for me. I live in Northampton so I know that during peak hours it could take me an hour and a half to reach the office. As a salesperson I can use that travelling time on more productive activities. The team culture at CTS is great, so although I haven't met many of the team, it hasn't affected team dynamics. Plus, we've got video apps at our fingertips if we need to catch up or call a meeting.

## What do you most enjoy about your role at CTS?

Honestly, I just like helping people, so my role allows me to do that and I get paid for doing what I love. I enjoy developing relationships with people. I wouldn't necessarily call myself a typical salesperson, but I do know how to create relationships and build trust and that's what people buy into. I relate well to other people and I'm likeable, which are really strong traits to have in this industry. I've always maintained the relationships I've built with people, even when I've left one company and started working with another, I've still taken the time to check-in with previous customers and see how they're getting on. Since joining CTS the three biggest clients I've brought into the business are all from relationships that were made when I worked with previous employers.

I enjoy my current role because I get to see customers, though not as much in-person time as I used to. Before the pandemic

I'd be out on the road visiting customers all the time, often attending two or three meetings every day.

But now it's all done over video. The landscape has definitely changed forever, but at least we have access to technology to keep us connected and maintain important customer relationships.

I also enjoy my role as no two days are ever the same. I could spend all day on video calls or prospecting for new customers. I can be visiting existing customers, or I could spend the day attending events that some of my customers are attending. So yes, I love that no two days are the same. I enjoy being nimble and reacting to opportunities that drop in at any given moment.

## What importance do you place on relationship building and communication with prospects and customers?

I believe relationship building is down to the individual and the importance they place on it. When I used to manage a team, it was apparent that everybody is different and each will play to their strengths. However, I also recognised that salespeople who put time into building relationships were generally more successful than those who didn't.

Constant communication has been critical in recent times and will continue to be so for the foreseeable future. Pre-Covid, the market was challenging because vehicle hire companies had access to loads of vehicles but didn't necessarily have the customers, whereas now, there are lots of customers needing vehicles, but there aren't enough vehicles to fulfil orders. It's a weird environment that we've never experienced before, so it's been vital to keep customers informed at every opportunity, by being honest and transparent with them.

At CTS we work with suppliers nationwide and have some great relationships with smaller independents, so if we can't find vehicles with one supplier then we'll move to the next and keep on going until we can find the vehicles required. If we can't find any, chances are there aren't any available on the market!

## And finally, if you could give your younger self one piece of advice, what would it be?

Keep working hard because hard work brings results. The industry can be frustrating at times and it can affect the way you work. It can also be stressful, but if you just keep working hard and keep a smile on your face then everything else will follow.





# TBC Crawley has moved!

TBC Crawley has been ever-present in the heart of Manor Royal for over 22 years. Its prime industrial estate location has proved to be beneficial when supplying to local businesses - as well as being on the doorstep for many temporary workers. The area is saturated with warehouses, offices and stores that are accessible by public transport as well as being a stone's throw from Gatwick Airport. With the growth of Aviation Connection, however, it was time to move together into larger premises.

After a successful search for suitable offices, both teams moved into Aviation Court, Gatwick Road, with Aviation Connection operating independently on the first floor.

"Things are certainly looking up since the days of the pandemic. This was my second move with the Crawley branch and I'm happy that we have finally found somewhere permanent that meets the demands of all the work we have. It is also great to share the same building with our colleagues in Aviation Connection. We are very lucky to have built such great relationships with local business and I can't wait to see our amazing team strive to succeed further," said Emma Thompson, TBC Crawley Branch Manager.

The branch has welcomed a lot of new members over the past year and despite the changes they have had one of the most successful years to date. Things do not seem to be slowing down for Crawley either as they approach the busy Christmas period with some of their top clients and Gatwick Airport now entering their winter peak.

Good luck in your new joint-home team TBC Crawley and Aviation Connection.



L to R - Front: Jack Lewis, Abi Higgs, Kayleigh Eldridge, Nicolene Eje, Kobie Bernice & Anthony Drewe.  
Back: Sean Marten, Raheel Shakir, Emma Thompson & Jess Osterreicher

## Bilal marries Anneka in true Asian style

**Many congratulations to Bilal Uddin on his marriage to Anneka Hoque.**

Bilal, who is our very own e-learning design consultant, has been with TBC for just over a year and says it's been an amazing time! Not as amazing as his wedding, however, which was held on a very sunny July 24th.

Although not extravagant by Asian standards, so he tells us, the lucky couple opted for two receptions and two honeymoons. The wedding reception was held at the beautiful Nailcote Hall in Coventry with 300 invited guests followed by a second reception for 500 –

yes, 500 people - at the Mayfair in West Bromwich.

"The days were great and we were blessed with fantastic weather and everything went amazingly well," commented Bilal.

The first of the honeymoons was on the lovely Greek island of Corfu to recharge their batteries. For their second 'moon' they will be jetting off to the Dominican Republic for some Caribbean hospitality over the Christmas period.

We wish Bilal and Anneka all the happiness in the world.





# DM to BM Promotions, Ta-da!

Christmas came early for a couple of our colleagues when they were awarded well-earned career promotions. Unlike presents at Christmas, however, they have had to meet challenging targets and objectives along the way to prove their merit. And that's just what they have done! On this occasion, we see two Divisional Managers moving into branch management roles. Both positions come into effect from January 2023.

Our first new Branch Manager is Jessica Knapton (née Godfrey,) TBC Barnsley. Jessica joined TBC as a Consultant in August 2019 and achieved Senior Consultant in the same year. Following maternity leave in 2021 she returned in August as Divisional Manager designate and was promoted to Divisional Manager in January 2022. Jessica has increased the revenue in branch from A-Z clients, as well as supporting a local onsite account. In addition, she has also developed a young team including managing the role changes for two Administrators to Consultants.

Our second recipient of a promotion is Holly-Jo Jackson, TBC Doncaster. Holly-Jo joined TBC in April 2022 as Divisional Manager from a small competitor. She had ambitions to join a large company with structure, support and career progression and viewed TBC as a respected competitor that she would like to join if the opportunity arose. And so, it came to pass! She joined the Doncaster team at a point of low ebb. The branch had moved offices, had a change of senior management structure and the team needed rebuilding. It was a tough challenge, but Holly-Jo wasn't fazed!

To bring the branch back into profitability she recruited and developed a new team, restored relationships with lost clients, grew business with new and existing clients and assisted in winning two new onsite accounts! By the end of her first nine months with TBC the branch exceeded end of year margin targets by 150%. Doncaster now sits as a profitable office with plans to open an additional plan in 2023 to incorporate the new Key Account wins.



Jessica Knapton

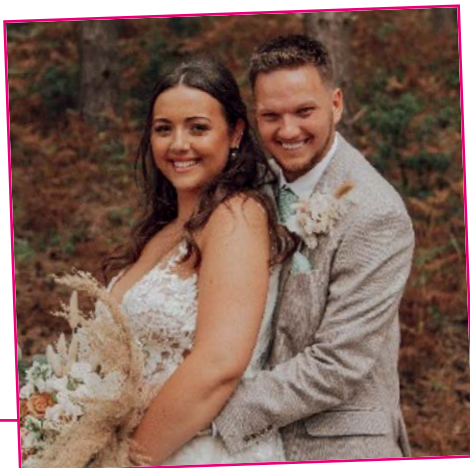


Holly-Jo Jackson

Congratulations to Jessica and Holly-Jo. Christmas will be all the nicer knowing that you have new positions to return to in the New Year!



# Kinny says 'I do'!



Kinny and Connor Martin

Many congratulations and best wishes to Kinny Rock following her recent marriage to Connor Martin.

The happy couple held their ceremony on the 24th August 2022 at the Bridal Barn in the picturesque village of Claverley near Bridgnorth in Shropshire.

Kinny joined TBC in September 2015 as an Administration Apprentice and now works as a Training and Development Consultant in the training team.

We wish them both oodles of happiness in their future life together.





# Ash receives a thumbs up from Ferrero

**There's no better accolade than those you receive from your customers. In this particular example the acknowledgement came out of the blue!**

Ash Collier has worked for TBC for the past three and a half years and in that time has been working onsite as the Contract Manager for Ferrero. Although his managers and the local teams know what a good job Ash and his team do, it's always nice when the customer recognises the effort. Below is a short message from Sarah Wykes, Recruitment Manager, Ferrero HR.

*I would like to drop you a quick email regarding Ash.*

*I know I joke saying he is a little pain, but I wanted to drop you an email to say what an outstanding job he does. Nothing is ever a problem for Ash and from my point of view always goes the extra mile of what is requested.*

*Thank you for your continued support as well – and also a massive thank you to Ash and his team.*

"Ash worked for my competitor agency at Sports Direct when I was running the onsite. Ash was identified as a real talent by Lee Harris. They used to talk when Lee visited - usually about their shared love of football and cricket. As soon as we had the

right contract, Lee asked me to speak to Ash and get him on board. The rest is history. It goes to show, when developing the best people, we all need to be looking for talent wherever we go and in every walk of life," explains Dan Harlow, Senior Contracts Manager.

Congratulations Ash and of course the entire onsite team for the great job you are doing!



Ash with some of his team this summer at Ferrero  
L to R: Ash Collier, Stefi Miller, Klaudia Zalewska, Florin Manea, Natalia Szyplu & Emma Radu

## Nothing Cooler than a Great Testimonial!

**Countrywise Water Coolers is a family-owned business that provides both bottled and plumbed-in water coolers to every market sector throughout Yorkshire, Lincolnshire and the East Midlands. The company was founded in 1991 and is based at Dairycoates Industrial Estate, Hull.**

Ian Woodcock, Divisional Manager, TBC Hull recently received the following feedback from Chris Judson, Operations Manager, Countrywise Water Coolers, on the service they have been receiving.

**A huge well done to Ian and team TBC Hull for the level of service you are consistently delivering to your customers. A wonderful endorsement!**



*Hi Ian,*

*Just a brief email to thank you for the standard of the drivers you have been providing us with over the past 12 months.*

*I have been impressed by the overall high quality of the drivers and their timekeeping. Knowing the roles to be filed are not just delivering heavy bottles, but also involves sanitising equipment, they have all been very willing to complete this part of the job as well.*

*Additionally, the administration within your offices and the availability/response from yourselves has been excellent.*

*You are our first point of contact when it comes to requiring temporary or temporary to permanent drivers.*



# Chrissy Mell is welcomed back at BES!

Christina 'Chrissy' Mell has joined BES Goole as a Consultant on the Commercial A-Z desk. Welcome aboard Chrissy! Good to have you on the team.

Chrissy has certainly enjoyed a varied and interesting career.

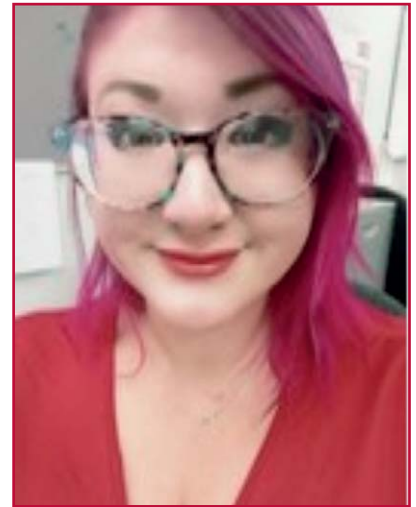
"I started my career as a travel agent. I love travel and still get a kick out of finding a bargain and going off to explore new places. I then spent a brief period, selling foreign currency in Doncaster Airport and then went on to work as a teacher in an Adult Education Centre and became a Foster Carer. I also previously worked for BES as a

temporary worker and on the Lloyds account," said Chrissy.

Outside of work, Chrissy looks after her two cats, Chairman Mao and Stinky Dinky Dot. She enjoys spending time with her friends, going on adventures to activity days, such as pistol shooting and axe throwing, and sampling new places to eat out.

"I'm so happy to be joining the BES team. The desk is growing, and I feel proud of the achievements I've made so far," added Chrissy.

Welcome back Chrissy!



Chrissy Mell



## Fantasy Football

If you thought the build up to this year's World Cup was exciting, the SWS Premier League race to number one has also created a little drama of its own. With the Qatar event dominating the football scene, there are no more Premier League games until Boxing Day.

Congratulations to Joe Monaghan (Darlington) and his Monsterhan team who are sitting at the top of the "festive" tree this Yuletide. He has a 16-point lead over New Entry, Matthew Cope (Liverpool) who manages Feliz Naby Lad. The gap between 1st and 10th place has grown by 28 points since the table was last revealed in October. Darlington and Manchester still have two top managers each.

One thing is for sure, the managers will be keeping an eye on their World Cup players and hoping they

don't get injured! We are expecting to see a lot of activity on the transfer market in the couple of weeks prior to the Boxing Day fixtures.

Fantasy football will be back in the New Year.

### Latest Standings

POS.	CHANGE	TEAM	MANAGER	BRANCH	PTS
1	Up 2	Monsterhan	Joe Monaghan	Darlington	995
2	New Entry	Feliz Naby Lad	Matthew Cope	Liverpool	979
3	Down 2	Tea & Busquets	Kevin Neale	Enfield	963
4	Up 3	Botman and Robben	James McCallum	Newcastle	960
5	Down 3	Martial Law	Jason Melia	Manchester	953
6	Up 2	Rolling the Dyche	Shaun Seaton	Scunthorpe	927
7	Down 3	Hotel? Thiago	Ben Sowerby	Darlington	921
8	New Entry	Smith FC	Charlie Smith	Slough	920
9	No Change	Chamakh Ya Face	Jordan Dewhurst	Manchester	918
10	New Entry	Crowfish Athletic	Paul Crocock	Taunton	916





# David Walter takes on TBC Chesterfield

All's well at TBC Chesterfield as David 'Dave' Walter takes on the mantle of Branch Manager. Many congratulations Dave on your well-deserved promotion and the keys to 20 Glumangate.

As a historic market town famous for its church with a crooked spire, it now has a fresh new face to take the Chesterfield office into 2023 and beyond and we wish Dave all the success for the future.

After a brief spell away from TBC, Dave felt the calling and re-joined the business in April 2019 as a Senior Consultant based at the Nottingham office where he later gained promotion to Divisional Manager.

Dave transferred to the Chesterfield branch in March with the clear aim to become its Branch Manager and after

seven successful months he was indeed asked to take on the role in October. During this period, he demonstrated passion and determination to succeed and proactively offered support and mentoring to the Chesterfield team.

Dave likes to lead from the front, meets his own Jigsaw targets each month and supports the team with meeting their targets. He is also 'hands-on' and often sits on an operational desk to ensure high standards of service continue to be achieved.

"Speaking as someone who was recruited by Dave as a Trainee Recruitment Consultant in 2007, I can honestly say that he is a passionate man who gets a buzz out of seeing people succeed in their careers. I have watched Dave work extremely hard to achieve his

ambition of becoming Branch Manager," said Tom Cottingham, Senior Manager.



David Walter



## Fishing for talent in Grimsby



Sometimes you just have to get out there and let people know what positions you're hiring for and TBC Grimsby did exactly that as part of a local recruitment drive.

The team chose the busy Freshney Place Shopping Centre, Grimsby as the epicentre of their activities due to its high annual footfall and over 2,000 retail workers.

Having generated interest on a previous occasion at the shopping centre, a rota was put together for the consultants to cover opening hours on 20th October.

The picture shows Lucy Kent, Industrial Consultant and Nicola Cowl, HGV Consultant, who joined the team on 17th October. They both enjoyed the experience of dropping off leaflets into the shops and talking to interested shoppers to find potential candidates for their established clients in the area.

L to R: Lucy Kent & Nicola Cowl



# Georgina earns her Branch Manager credentials

A massive congratulations to Georgina 'Gina' Metcalfe for her recent promotion to Branch Manager for TBC Carlisle.

Gina's TBC career started in 2015 when



Georgina Metcalfe

she joined the business as a Trainee Recruitment Consultant. Over the following two years she was promoted to Senior Consultant with the task of building an HGV plan from scratch. Her accomplishment in building the new plan contributed to the division's commercial growth and success.

She left the business for a couple of years to experience an alternative recruitment role in permanent-commercial and to focus on life as a new mother. The lure of the crazy world of temporary recruitment was, however, too much to resist. There was only ever one place Gina was destined for - TBC Carlisle. At the time of her 'homecoming' the Carlisle branch was going through some adjustments with a downturn in business and staff changes. Gina was happy to pick up the reins and set about rebuilding both divisions to a position of strength.

"Following Gina's return, the world was

turned upside down as Covid hit. We had to navigate a new world. There has been a lot of activity and changes. We closed a plan, moved branch, hired new staff, received two Apprentice of the Year Awards and more recently grew the IND business with the brilliant industrial team to allow us to split the plan and get back to two solid Carlisle Industrial plans.

"Due to the success of the branch, we looked to set a number of challenging targets and objectives for Gina to meet in order to achieve her next career step to Branch Manager. I am delighted to say she delivered on them all and has been promoted from the 1st of September to Branch Manager for Carlisle," explained William Miller, Senior Manager, TBC Glasgow.

Gina has worked closely with her team members to reinvigorate the Carlisle branch and has happily been recognised for her efforts. Well done, Gina!

## Macmillan fundraising cakes

The baking skills of our Topaz based colleagues were on show again as a creative array of cakes was sold to raise funds in aid of Macmillan Cancer Support - World's Biggest Coffee Morning.

The delicious cakes were purchased quicker than the blink of an eye raising a magnificent **£410.20**.

A huge cheers and thank you to all the bakers, donors and generous purchasers who contributed to the event.





# A successful end to the pea season!

**Resource planning to support the pea season is critical. Growers have a limited window to prepare their valuable harvest ready for packaging and freezing.**

This year, the Hull branch were given the opportunity to work in partnership with Yorkshire Greens to supply the temporary workers for the pea season.

To kickstart the planning, Phil Bettney, Plant Manager, Yorkshire Greens, contacted Shaun Walker, TBC Hull Branch Manager in April to discuss their requirements well ahead of time.

“With mounting fuel and energy costs, Phil made the decision to help our workers all he could by putting on a free minibus service from Hull, paying car drivers a fuel allowance to help with running costs along with fresh fruit and free tea and coffee for those all-important breaks,” explained Shaun.

The additional incentives offered by the client coupled with the excellent support delivered by Shaun and his team, resulted in a well-resourced and successful pea season.

Phil was delighted to award Shaun a two-year PSA which is great news for TBC Hull. With expansion plans ahead to include a year-round production facility in 2023, the pea season planning will continue to be an important calendar event for Shaun and the team.



L to R: Shaun Walker & Phil Bettney

## Ryan takes on Senior Consultant role

**Please put your hands together for Ryan Motler, TBC Stockport, for being promoted to Senior Consultant. Very well-done, Ryan!**

“Since joining the company three and a half years ago, Ryan has been exemplary in his approach to his work demonstrating consistency and a high level of performance. He is a shining example to others. Whilst working on the Stockport Industrial 2 desk he has

developed a fantastic and loyal client base, and his drive for sales has seen the margins grow year on year. Congratulations Ryan on a thoroughly deserved promotion,” said Andy Nuttall, Senior Manager.

Ryan is now actively involved in the training and development of other consultants, under the guidance of his manager, Candice Daley.



Ryan Motler & Candice Daley

## Chris tops Q3 canvass competition



L to R: Bruce Trower congratulating Chris Davies

In Darren Pollard's canvass competition, the 'Consultant' category has been won by Chris Davies, TBC Plymouth, following an outstanding performance resulting in winning the 3rd Quarter. Many congratulations Chris.

To take top spot, Chris has generated six new clients, which in itself is an impressive achievement and has also taken full advantage of a national client that has set up a new site in Plymouth. Through attentive service, TBC has since become the client's agency of choice for the supply of drivers.

Very well done - what a brilliant achievement Chris!





People experts in food & consumer goods.

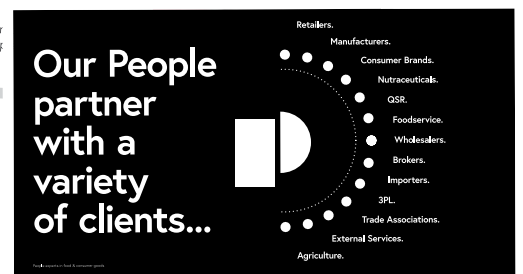
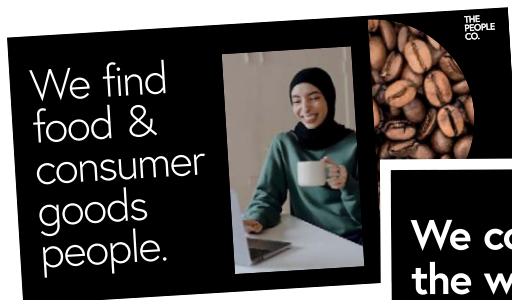
# The People Co is born

We are all super excited to share the news of a huge rebranding exercise for our SWS sister company, CPA Recruitment, which will now be known as The People Co. Congratulations to all the team on your eye-catching new marquee.

"We made the decision a year ago to change the name from CPA as these initials were synonymous with Chartered Professional Accountant, which was leading some potential clients and candidates to believe we were financial recruiters! After a year of hard work by everyone, especially James Constable and the team at Sherlock Studios, we have a great new name, a vibrant image and a modern brand. We all can't wait to use it out in the marketplace next year and I believe it will set us apart from our competitors," explains James Wilkins, MD, The People Co.

After much debate and deliberation across the business it was decided that the new name should more accurately reflect the company's raison d'etre. What better than a reference to people who are the sole focus?

After 35 years there will no doubt be some tears of sadness and joy and much sharing of anecdotes from the early days. Sometimes, however, it's just time to throw off the old and run with the new. "As we're people experts in the Food and Consumer Goods sectors we thought it only natural to include reference to this in the new brand name. We remain an expert team of people consultants, focusing on permanent and interim roles in food and consumer goods, supporting people at entry graduate level and to director-level roles and we will remain steadfast in what we do," added James.





With a fresh new face and energised team, the new branding provides an ideal catalyst for a strategy review to set out a clear vision for the future of the business across its core competences.

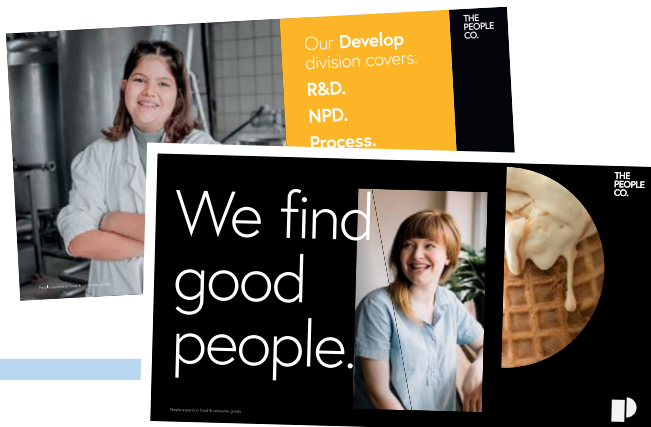
**These areas include:**

<b>Sustain.</b>	CSR, ESG, Sustainability, Environmental, Wastewater, Energy.
<b>Supply.</b>	Planning, Supply Chain, Logistics, Transport, Warehousing, Buying, Procurement.
<b>Sell.</b>	Marketing, Sales, Technical Sales, Commercial Customer Service.
<b>Assure.</b>	Food Safety, Quality, Regulatory Affairs, Laboratory and Nutrition.
<b>Make.</b>	Production, Operations, Engineering, Maintenance, Health & Safety and Hygiene/Sanitation.
<b>Develop.</b>	R&D, NPD, Process, Packaging, Sensory and Flavourist.
<b>Grow.</b>	Agriculture, Agronomy, Viticulture, Animal Husbandry and Animal Nutrition.

Everyone in the Canada and UK offices is very excited by the transformation and looking forward to another 35 years of success in the art of matching the best people to the right roles in the food and consumer goods sector.

The new website can be found at

[www.thepeopleco.com](http://www.thepeopleco.com)



# BES Goole welcomes Ellysha Fitz-George



**Congratulations to Ellysha Fitz-George, who has joined BES Goole as an Industrial Resourcer. Welcome to the world of recruitment, you have chosen a great team to join!**

Before embarking on a career in the recruitment sector, 18-year-old, Goole-based, Ellysha was studying for her A levels and working part-time in the hospitality sector.

"I applied for this position because it gave me the chance to learn something totally new. I have found the role both

challenging and fun and have learnt a great deal already. It is satisfying to take a candidate through the entire job application process from registration to conclusion - almost independently!" said Ellysha.

When she's not developing her knowledge of the recruitment industry, in her spare time, Ellysha enjoys cooking and baking- especially kinder cookies - and walking her German Shepherd dog named Sash.

*Ellysha Fitz-George*



## B2 Triumphs against the odds

**Following some record-breaking performances, the Birmingham Division 2 team (B2) was set a seemingly unattainable challenge by Dave Schilling, Director. So what was this?**

"Exceed margin target X by the end of September and I will take you all out for a top-notch Curry."

Dave Schilling had thrown down the gauntlet! Was the B2 team up for it? Well, what do you think?

Hitting a stretch target is a real challenge for any branch. When



*Cheers from the B2 team!*

this represented a significant uplift on the busiest week in 2021, it was clearly not going to be a walk in the park.

As you might expect, the offer of a free curry with Dave Schilling was an irresistible challenge and the team gratefully accepted.

"We knew we would need to generate a mix of high-volume business along with some consistent A-Z users. Having just opened the door to re-supply an old DHL contract and with all our desks fully staffed, I felt confident we could do it. In truth, I was hungry for success as well as a good curry, so it just had to happen," explained Adam Potter, Divisional Manager.

As with all good stories, this one also has a happy ending! The B2 team heroically pulled together to achieve the peak target week figure which was met with a healthy split across all desks. It was an astonishing effort by the entire B2 operation, collaborating to achieve a common goal. Very well done everyone.

"In order to celebrate in style, we had to get everybody's holidays out of the way first and the team eventually visited one of Dave Schilling's favourite restaurants at the end of September. The food was fantastic, as was the taste of success in hitting this record achievement," added Adam.

Terrific success story team B2. You must have needed to curry favour with a lot of customers to get this one over the line! We look forward to reporting if the team meet their next challenge!





# 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/) or for regular updates please follow the The Best Connection careers pages on LinkedIn or Facebook!

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We are currently recruiting for a  
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Senior HGV Consultant  
opportunities are available  
in the following  
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Oxford and Norwich

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

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Milton Keynes and Poole

The **Best**  
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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:

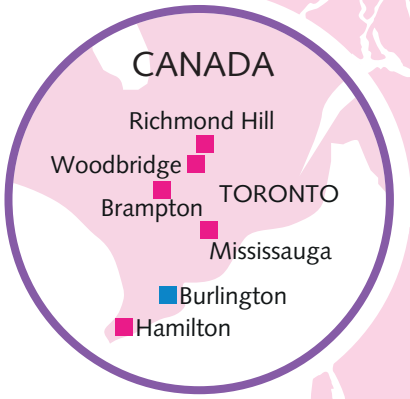
Banbury • Hereford  
Swansea

## Want more details?

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



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