

## Apprentices Shine

I would like to start this edition of Best News with a huge thank you to everyone for showing such resilience, loyalty and commitment throughout the recent challenging period caused by the IT disruption. Because of your hard work and resourcefulness, we are now back on track and resuming business as usual.

In this delayed issue of Best News, we once again feature our apprenticeship awards which has become a very successful and much anticipated annual event, showcasing a growing team of enthusiastic individuals who form an important part of our business growth, cultural evolution and success. This year's awards were hotly contested and along with Apprentice of the Year we also created a new accolade, Apprentice Champion of the Year, which highlights the work of those individuals who have demonstrated exemplary support for our apprentices. Thank you for your nominations and whilst there were many worthy recipients, we could only choose two people and I would therefore like to congratulate Apprentice of the Year, Hannah Roe and Apprentice Champion of the Year, Laura Powell, for taking the honours. Very well done to you both.

The work of our apprentices and our collective workforce across the business is underpinned and driven by our Four Pillars: winning good business, improving efficiency, delivering operational excellence and developing the best people. These guiding principles represent who we are and how we engage with each other, our customers and our suppliers. We have included examples of feedback from some customers on how they experience our service and support and the amazing work our temporary workers undertake to help our clients' operations, day-in, day-out. These honest and unprompted endorsements are a testament to how professionally you engage with customers and the open relationships that have been forged over the years.

I would like to express my sincere appreciation for your hard work and unwavering commitment to upholding these principles. Your dedication to service excellence and honesty has been instrumental in our success and I am grateful for your individual and collective contributions. Here at SWS Group, we place a great emphasis on the importance of living our core principles and I am proud to say we have a team of employees who embody these values in their daily work. Despite your geographical location, roles or department, you act as one for

the benefit of our customers and the company. We really are Best as One! Your behaviours serve as an inspiration to others in the industry and I am honoured to lead a business of people who demonstrate exemplary teamwork and support for each other.

Dedication and hard work do not go unnoticed. This year has already seen many new promotions as career aspirations are pursued and achieved. Congratulations to all of you who have received the news you wanted this year and for those of you who have your sights set on your next step – keep up the good work.



Andrew Sweeney

In other news, we are delighted to share some snapshots of those of you who have celebrated some very special occasions in your lives including engagements, weddings and births. Thank you for sharing these moments with us and please keep your stories and news updates coming for the next issue.

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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# Kath Diamond reaches 20 years' service

**Huge Congratulations to Kath Diamond, Senior Consultant, TBC Chesterfield, on completing 20 years' service with The Best Connection.**

"Kath joined The Best Connection team in Chesterfield on 21st May 2002 and has remained here ever since! Over that time, Kath has built up a well-established client base and has a fantastic reputation as an ethical and professional recruiter, respected by both temporary workers

and her clients. Many of Kath's clients have remained loyal to her for many years, which is testament to her character and ability.

"The whole team in Chesterfield want to offer our heartiest congratulations on Kath's long and dedicated service and wondered if she fancies staying for another 20 years?!" commented Dave Walter, Branch Manager.

*Kath Diamond*



## Dawn and Liz visit FPS

**Following years of contact by video and phone, it's encouraging to see face to face business meetings becoming more commonplace. For our onsite teams, this is an essential and important part of building strong relationships with clients and temporary workers.**

One of TBC's national accounts with an onsite presence is FPS. The company has been involved in distribution and wholesaling for over eight decades and now has a product portfolio spanning the Automotive, Maintenance & Accessory and Retail sectors. With its HQ based in Warwickshire, FPS employs around 1,000 people located across its network of 20 regional sites, including a National Distribution Centre based in Sheffield which has been a TBC client for five years, and an onsite account for three years.

As part of the service, TBC provides between 70-100 temporary workers across two sites. Many of the workers are order pickers,

along with FLT, administration and cleaning staff when required.

At an account management level, Dawn Sweeney's team plays a pivotal role in retaining and growing the account. As the Head of Key Accounts, Dawn wanted to introduce Liz Budden, Key Account Manager, to the main contacts at FPS and the onsite team. Liz is relatively new to the account and Dawn believed this would be the right time to introduce Liz to the client to kick off the engagement along with giving Liz a good understanding of how the site operates.

The visit, which took place at the end of 2022, went very well and Liz is keen to support and grow the relationship. It was also timely as FPS is currently building a new, purpose-built distribution centre which will provide around one million square feet of usable warehouse space in a custom-built facility, due to open in 2025.



*L to R: Dagmara Jamielak, Liz Budden, Dawn Sweeney, Leah Wilson & Jonathan Szymankiewicz*

# Southeast Promotions Galore!

At the end of last year, we received news of some amazing promotions, rounding off a stellar year for the southeast region. Here are the worthy recipients and their new titles.

## Arron Mitchell - Senior Consultant



Arron Mitchell

First up, we have Arron Mitchell, TBC Swindon. Arron was promoted to Senior Consultant following a steady rebuild of the industrial plan. Arron came to TBC from a call centre background and quickly demonstrated his ease on the phone. Not only did he contribute to the strong financial performance of his plan, he also performed

exceptionally well in the 2022 sales competition for the southeast, winning the area sales competition for the final quarter of 2022 and also for the year.

"It's a privilege to work with such an enthusiastic and supportive team at Swindon," commented Arron.

Well done, Arron - we look forward to hearing more about your success in the future!

## Steven Williams – Branch Manager

Our second recipient of good news is Steven Williams who has been promoted to Branch Manager, TBC Slough. Many congratulations! Steven has been rewarded for his hard work supporting Staines and Slough HGV plans over the past couple of years. Slough is a young branch with huge potential and with Steven at the helm the team are excited for the year ahead which will undoubtedly be a great success. Not to do things by half – Steven has a double celebration as he and his wife Ciara have a new addition to the family - son Dylan James Williams was born 18th January. We wish Steven and his family all the happiness in the world!



Steven Williams with Miles and Dylan James

## Gary Whittaker - Senior Consultant

Next up, we have Gary Whittaker. Gary joined TBC Ipswich in October 2019, to run the driving desk. Since then, Gary has endured some challenging times including Covid and limited company drivers changing to PAYE that resulted in the loss of some contracts. However, throughout the hardship, Gary has worked meticulously, doing all the right things in order to grow the plan. Gary has been a top sales performer having won appreciable new business during this period. In November

2021, Steve Leather, Area Manager, set Gary a number of goals to be rewarded with the Senior Consultant position. We are pleased to report that he duly accomplished them!

"Gary is a pleasure to work with, he always works hard to achieve results and never stops trying to improve. Gary is well liked by his colleagues, clients and the temporary workers he works with. I have no doubt he will continue to do well in the future," said Steve Leather, Area Manager.

## Stephen Bonnot - Divisional Manager



Stephen Bonnot

Our next promotion to report is Stephen Bonnot. Stephen has been with the company for almost eight years and over the past 15 months his resilience and loyalty have been tested with the move out of Norwich. Stephen has needed to work from both Ipswich and Cambridge branches prior to returning to Norwich as the sole employee.

"It has been a huge pleasure to promote Stephen Bonnot to the role of Divisional Manager in Norwich. He has remained focussed throughout, with great determination. I look forward to building on the working relationship we have formed over the past six months and working towards building a team around Stephen in preparation for his next step up, which I am confident he will achieve," said Steve Leather, Area Manager.

## Rob Southworth - Senior Industrial Consultant

And the final promotion we celebrate goes to Rob Southworth. We would like to congratulate Rob on his recent promotion to Senior Industrial Consultant. Rob joined TBC Nuneaton as a Trainee Consultant in July 2019 and has consistently met his targets to gain his well-deserved promotion. Rob takes pride in providing every single client with a first-class service and builds a great relationship with all the temporary workers.



Rob Southworth

"Rob is an integral part of the Nuneaton branch and with his drive and determination, I can only see him having a successful career with The Best Connection for many years to come," said Neil Russell, Branch Manager.



# Swindon's New Faces



It is always great to introduce new people who are joining the business and on this occasion, we give a warm welcome to Katie Elbrow, Jonathan Estibeiro and Zoe Vanderputt who join TBC Swindon. Welcome to the team! The trio are old timers, having already been with TBC for three months now! We understand they are quickly getting to grips with all things TBC and temporary recruitment.

Katie joins as the Branch Administrator, Jonathan takes the role as Trainee Recruitment Consultant on the industrial desk and Zoe joins as a Trainee Recruitment Consultant, HGV. Joining during seasonal peak has certainly accelerated their bedding in. We are told they all coped admirably and have done an excellent job supporting the branch.

"I would like to thank the Talent Acquisition team for sourcing superb team members. They all have a brilliant attitude and are already making a difference to their plans and the branch," said Kerry Porter, Branch Manager.

L to R: Katie Elbrow, Jonathan Estibeiro & Zoe Vanderputt

## Agne celebrates pregnancy

March is going to be a life-changing month for Senior Consultant, Agne Januleviciute, as her baby is due on the 22nd of the month. Many congratulations Agne!

To celebrate the imminent event, Andy Lewis, a long-standing TBC driver of 12 years, kindly presented Agne with a wonderful present to take home. All of Agne's colleagues at TBC Kidderminster are delighted for her.

Agne, who has been with TBC for just over five years, started her maternity leave on the 10th March.



Andy Lewis and Agne Januleviciute

## Lottie's little arrival

We are delighted to share that Charlotte 'Lottie' Jarvis, TBC's Internal Communications Consultant, has given birth to a beautiful baby girl named Edith Lillian. Many congratulations Lottie!

Lottie and her partner, Jareth, celebrated their new arrival on the 26th January 2023. Little Edith weighed in at a healthy 9.4 pounds and is doing just fine!

"We're loving maternity leave together but I'm missing everyone at TBC. I'm enjoying catching up with the excellent comms and all the exciting developments happening in the business when I get chance," says Lottie.

We're all missing you Lottie and hope to meet adorable Edith in person soon!



Baby Edith



Lottie and Edith

# Kloey passes probation!

We are delighted to share that Kloey Anderson has passed her three-month probationary period as a Recruitment Consultant at TBC Inc. Many congratulations Kloey!

"Kloey has demonstrated a real passion for our business. She's a natural," said Elliot Mendoza, Branch Manager.

We asked Kloey to describe what she likes about her role and her overall first impression. This is what she had to share.

"I started at The Best Connection at the end of last year. I was so excited when I was offered the position. I was nervous going into the role as I had never worked in recruitment before, but I was also very excited about the journey ahead of me. I quickly began to realise that this is a perfect career choice for me. I love what I do here every day.

"My mentors, Talar Lara and Elliot Mendoza, have been amazing. They welcomed me with open arms and immediately made me feel part of their team. I am surrounded with people who want you to be successful, will root for you and offer you all the help and resources you may need.

"A typical day for me will start off by checking in with clients to confirm if our temporary workers have arrived at work. On the odd occasion when we do have a shortage problem, I always try to ensure I have a backup for our client.

"In the short time I've been with the business I have built a great rapport with the clients. I am so grateful to have the chance to work and grow with The Best Connection and I can't wait to see what the next couple of months bring me," shared Kloey.



Kloey Anderson

## Fantasy Football Needs You!

We thank Martin Thorogood for running the Fantasy Football league over the years. Here he shares his last farewell:

"It has been fun running this league over the past few years and I hope you all enjoyed playing. Good luck to you all for the rest of the season and I wish you all a successful, long and happy career with SWS Group," said Martin.

Now that Martin has retired, we are looking for a volunteer to take over his role. This entails compiling the top ten, with commentary and submitting to Best News as well as setting up the league for next season. Any takers?!

### Latest Standings

POS.	CHANGE	TEAM	MANAGER	BRANCH	PTS
1	Up 2	Tea & Busquets	Kevin Neale	Enfield	1343
2	Up 3	Martial Law	Jason Melia	Manchester	1317
3	Down 1	Feliz Naby Lad	Matthew Cope	Liverpool	1317
4	No change	Botman and Robben	James McCallum	Newcastle	1315
5	Down 4	Monsterhan	Joe Monaghan	Darlington	1298
6	New Entry	Swadhousemuir	Charlie Smith	Derby	1292
7	New Entry	Giroud Awakening	Billy Price	Sheffield	1290
8	Up 1	Chamakh Ya Face	Jordan Dewhurst	Manchester	1287
9	Down 2	Hotel? Thiago	Ben Sowerby	Darlington	1282
10	Down 4	Rolling the Dyche	Shaun Seaton	Scunthorpe	1280

# Royal Mail commends Backline Logistics for support during national strikes

The spate of strikes across the UK has caused considerable disruption to the transport and distribution sector. For Royal Mail, one of the country's flagship letters and parcel carriers, the double whammy of managing the busiest peak periods in the calendar year at Christmas time and circumnavigating the impact of ongoing strike action has made it a particularly difficult period. To help address these challenges, Royal Mail called upon Backline for some much-needed support.

Backline Logistics held discussions with Royal Mail in June last year before the strikes were announced to the general public. This gave the team a window to

prepare as much as possible for the upcoming announcement. The team heard during a Zoom meeting that Backline was the first supplier Royal Mail had spoken to regarding the strikes. Since then, Backline Logistics has been supplying up to 15 vehicles a day to Royal Mail. The service has been faultless and the team have been personally thanked by the Logistics Procurement Manager at Royal Mail

Despite Backline's drivers having to cross picket lines when entering the collection and delivery areas, the protests were peaceful with no issues gaining access to Royal Mail sites. The team continues to supply vehicles to Royal Mail on a daily

basis to assist with clearing the backlog of work.

"It really was a case of right place, right time for us. We are delighted to have been able to help keep the logistics chain moving for Royal Mail," said Liam Murnaghan, New Business Manager.



## Wedding Bells chime for Matt and Emma

Huge congratulations to our happy couple, Matthew and Emma Kirby on their marriage. Matthew is a Regional & Business Management Central Support Executive at Backline Logistics. Matthew and Emma tied the knot on the 28th October at Deer Park in Honiton, Exeter, where both the ceremony and reception were held.

Despite all the preparations for a wedding day, we are always at the mercy of the weather and in the UK that could mean anything! Fortunately, for

our lucky couple, their wedding day in October could have been mistaken for a summer's day. What a lovely bonus!

Many of the Backline team attended in the evening to celebrate the wonderful occasion. And, if getting married wasn't enough, Matt and Emma have also recently moved from Plymouth to Exeter to be closer to their respective work commitments.

We all send them our best wishes on the relocation and their future together.





# Tyler becomes a Trainee Consultant

**Congratulations to Tyler Parish on his career move to a Trainee Consultant based at Backline's Bridgwater branch. Tyler joined the team last June as a Branch Administrator following a period of increased business demand.**

Tyler lives locally and has worked solidly since leaving school, holding down a part-time job whilst studying a BTEC Business level 3 course and achieving the second highest grade for his efforts.

In Tyler's short time with the team, he has grown in confidence and has taken the initiative to go above and beyond expected duties conducting driver

interviews and engaging with clients on a daily basis. He has developed a great rapport with both clients and drivers.

Dean Marshall, Branch Manager, said: "From his first day, Tyler demonstrated a clear ability to listen and absorb the basic training. In a very short time, we were able to delegate specific tasks that required a good attention to detail. Tyler now undertakes a wide range of activities for the branch which he carries out to an extremely high standard."

We look forward to watching Tyler grow in his new role and progress within the company.



Tyler Parish

## Thumbs up from customer Outbase audit

Since Backline's Exeter Outbase underwent a major refurbishment, the team have been excited to receive feedback from customers on the improvements. The good news is that it has all been positive.

One of the company's most prestigious clients made an annual visit to inspect the changes. We can report that the visit went

well and their transport manager was very impressed with the updates made to the site security, overseen by Rob Sargent (Site Operations Manager) and the uplift in Health and Safety.

Before leaving the site the client assured Kelly Hughes, Exeter Outbase Manager, that he was very happy with the service he receives at Backline's Outbase.

# Backline Training Division Passes Audits with Flying Colours

To retain the right to train, Backline is mandated to pass annual audits from awarding bodies including AITT (Association Industrial Truck Trainers), ALLMI (Association of Lorry Loader Manufacturers and Importers) and NPORS (National Plant Operators Registration Scheme).

At the end of last year, AITT, made an onsite visit to assess the Materials Handling Equipment (MHE) training. We can report that the visit went very well and Backline was accredited with a further year's membership.

Shortly after this, SQA (Scottish Qualifications Authority) ADR (dangerous goods) audited Backline. Following a thorough

five hour appraisal, which included an assessment of the training area, documentation, paperwork and examination papers, Backline was given the green light and awarded a Grade 1 pass.

"We are delighted to have received positive feedback from the organisations that oversee and accredit the standards of training we deliver. A lot of effort is needed to maintain high standards and I am proud of the excellent training team we have here at Backline," said Richard Stentiford, Training Manager.



# An Interview with Charlotte Owen,

Operations Manager, City Transport Solutions

As part of CTS's interview series, we caught up with Charlotte Owen who has recently returned to work after having her first child, to find out about her role in the business and how it has evolved.

**Hi Charlotte, thanks for taking time out of your busy day to speak to us. Take us back to the beginning, when did you start working for City Transport Solutions?**

I've been here for nine years! I joined in April 2014 as an operational support member to work within the Operations Team. That is the first point of call for our customers. It involves speaking to them to discuss their requirements and handing over work to the Operations Controller to allocate and prioritise.

**What is your role in the business?**

My role has evolved - I've been promoted and with that I've taken on more responsibility. I'm still part of Operations but I am now in a management role.

**Have you always worked in the vehicle hire and logistics industry?**

I came out of university and sport was all I wanted to do. I began my career as a personal trainer. I loved being part of a team but felt that my career was quite limited in that there isn't much progression, nor money.

I realised that I needed a new challenge and was considering the best career development. I wasn't sure precisely where my next move would be, but I was looking for something that would provide more career development where I could grow.

**That's a complete change – how did you find the transition?**

It's not actually as different as you would imagine. Being a personal trainer was always a team effort so that was consistent. Plus, it is about organisation, planning and goals which again is something that I really enjoy about my role at City Transport Solutions. So, while it might seem like a complete change, it was kind of an evolution really!

**We understand you've just returned to work after being on maternity leave after having your first child**

Yes, I came back at the beginning of the year after being off for 13 months having my little girl, Martha.

**Congratulations! How are you finding motherhood?**

It's the best job in the world being a mum. Exhausting but rewarding. My Daughter has settled well into nursery to allow me to return to work.



**How have things changed since you returned to work?**

CTS has implemented lots of positive changes, it is an exciting time to re-join the business.

I still handle many of the client contacts, but I've changed my name, so I'm in the process of reintroducing myself to them and letting them know I'm back.

**How has the return-to-work process worked for you? Has anything changed about your role/hours? How was City Transport Solutions at accommodating your requirements?**

I'm lucky that City Transport Solutions was very accommodating. I wanted to come back with reduced hours – 27 hours a week over 3 days. They've been brilliant – really flexible.

I'm still in my management role having 2 days in the office and 1 day remote.

**How are you finding coming back to work?**

There are new members of staff – things change while you're off. There's a lot to relearn and refresh – a lot to get your head around and remember – especially with baby brain! It's a challenge but it's always a welcomed challenge.

**How important is going into the office for you?**

Going into the office is naturally an extra pressure when you're a new mum, but it gives my week more of a structure. While it can be logistically trying, it is really important to me to be involved with the team face to face.

**What do you most enjoy about your role at City Transport Solutions?**

I absolutely needed to come back to work. I love to have a purpose and my own achievements during the day - and some adult time. Returning after having Martha has given me a whole new appreciation for working mums. It can be very hard balancing both roles - being a mum is a full-time job as well. I'm just really grateful that I get to do both.

**What a difference a year can make. Thank you so much for sharing your experience with us Charlotte. We're sure the team at City Transport Solutions are equally grateful that you decided to return.**



# Henry Heads North

Henry Alonso joined the business in January 2018 as a Trainee Recruitment Consultant working in the industrial division. After his initial six months Henry moved to the HGV division where he excelled, meeting and exceeding his targets and taking the Coventry HGV2 plan up the company rankings. He achieved Recruitment Consultant in January 2019 and Senior Recruitment Consultant in January 2021.

In August 2021, Henry's line manager left the business and Henry took the opportunity to demonstrate that he was more than capable of running the division. He worked incredibly hard, helping to take the team forward and

adding three additional trainees on the HGV desk. Promotion to Divisional Manager followed in January 2022 after having significantly increased the branch's profitability.

Invigorated by his success, Henry was keen to pursue a fresh challenge and spotted an opportunity on TBC's internal job board for a role at TBC Manchester that would put him on the road towards becoming a Branch Manager and made the decision to relocate.

We understand that Henry is already showing that he's a great team player and leader and we wish him all the best in his new life in Manchester.



Henry Alonso



## Congratulations Jasmine!

Huge congratulations to Jasmine Stone, Divisional Manager, TBC Mansfield, on becoming engaged to her partner of seven years, Sean Ryan, Operations Director, School Blazers, which is also one of the branch's major clients.

We wish them both all the luck in the world and look forward to celebrating their happy day.

L to R: Sean and Jasmine

## Hayley receives Quality promotion

We are delighted to announce that Hayley Hall, who is based in Topaz, has been promoted to Quality and Compliance Manager! Many congratulations Hayley.

As part of her role, Hayley is responsible for maintaining and improving the quality and compliance within the business and will support branches and departments to achieve this.

"I'm really pleased with my recent promotion to Quality and Compliance Manager. I moved into CQA as a Quality and Compliance Consultant in January 2020 and have since been given the opportunity to progress to management level. The training and support I received definitely aided my success and I'm grateful to be a part of a company that recognises hard work and prioritises progression from within," Hayley commented.

The compliance department ensures that the business adheres to external rules and internal controls including meeting any key regulatory obligations.

Please contact Hayley on 0121 504 3114 if you need any assistance.



Hayley Hall

# National Apprenticeship Week

One of the many brilliant things about working at The Best Connection is the vibrant, positive culture that has developed over many years. Everyone, past and present, has made an important contribution to the success of the business and this includes our wonderful team of apprentices who inject their own personality, energy and enthusiasm into our daily working lives. Once again, we are excited to celebrate and recognise all our apprentices as part of National Apprenticeship Week. This time around the week-long event kicked off on February 6th with a slightly revised format from previous years. As well as featuring the Directors' Apprentice of the Year award, we also wanted to praise the person who has gone the extra mile with helping an apprentice on their journey to success – the Apprentice Champion of the Year award!



Neil Yorke explained: "This year's theme was dedicated to 'Skills for Life' reflecting on how apprenticeships can help individuals to develop the skills, knowledge and behaviours they need to have a fulfilling and rewarding career. Since launching the apprenticeship scheme, we have helped to develop and shape talented individuals, many of whom have gone on to establish successful careers in the business.

"For those looking for an alternative to traditional academia, apprenticeships at The Best Connection offer real-world experience and hands-on training that provides an invaluable foundation for future success."

**Congratulations to all the nominees and a very well done to those who have received an award.**

## Apprentice of the Year 2023



**Hannah Roe**  
Senior Recruitment Consultant  
- Cannock  
Recruitment apprenticeship standards

### Runners up



**Laura Brown**  
Branch Administrator - Staines  
Business Administration apprenticeship standards



**Georgia Gilroy**  
Recruitment Consultant - Taunton  
Recruitment apprenticeship standards



**Rianne Pearson**  
Recruitment Consultant - Carlisle  
Recruitment apprenticeship standards

### Apprentice of the Year - nominees



**Anita Barnes**  
Recruitment Consultant - Preston  
Recruitment apprenticeship standards



**Shawnie Berry**  
Recruitment Consultant - Walsall  
Recruitment apprenticeship standards



**Chantelle Creech**  
Recruitment Consultant - Exeter  
Recruitment apprenticeship standards





**Harvey Daly**  
 Recruitment Consultant - Taunton  
 Recruitment  
 apprenticeship standards



**Nicole Davey**  
 Recruitment Consultant - Oxford  
 Recruitment  
 apprenticeship standards



**Blair Dennis**  
 Recruitment Consultant - Taunton  
 Recruitment  
 apprenticeship standards



**Brad Ford**  
 Recruitment Consultant - Portsmouth  
 Recruitment  
 apprenticeship standards



**Ashley Francis**  
 Recruitment Consultant - Worthing  
 Recruitment  
 apprenticeship standards



**Felix Garcia**  
 Recruitment Consultant - Sheffield  
 Recruitment  
 apprenticeship standards



**Ella Girdham**  
 Recruitment Consultant - Scinthorpe  
 Recruitment  
 apprenticeship standards



**Freya Green**  
 Recruitment Consultant - Warrington  
 Recruitment  
 apprenticeship standards



**Poppy Greenshields**  
 Recruitment Consultant - Taunton  
 Recruitment  
 apprenticeship standards



**Jodie Healey**  
 Recruitment Consultant - Sunderland  
 Recruitment  
 apprenticeship standards



**Lucy Holliday**  
 Recruitment Consultant - Carlisle  
 Recruitment  
 apprenticeship standards



**Gabrielle Lowe**  
 Talent Acquisition Consultant - Halesowen  
 Business Administration  
 apprenticeship standards



**Lucie Luff**  
 Recruitment Consultant - Dartford  
 Recruitment  
 apprenticeship standards



**Chloe Malone**  
 Recruitment Consultant - Ashford  
 Recruitment  
 apprenticeship standards



**Kai Miller**  
 Recruitment Consultant - Glasgow  
 Recruitment  
 apprenticeship standards



**Casey Mills**  
 Recruitment Consultant - Slough  
 Recruitment  
 apprenticeship standards



**Lewis Milner**  
 Recruitment Consultant - Chesterfield  
 Recruitment  
 apprenticeship standards



**Abbie Murphy**  
 Recruitment Consultant - Cardiff  
 Recruitment  
 apprenticeship standards



**Caitlin Murphy**  
 Recruitment Consultant - Newcastle  
 Recruitment  
 apprenticeship standards



**Poppy Payton**  
 Internal Communications Consultant - Halesowen  
 Recruitment apprenticeship standards



# National Apprenticeship Week continued



**Steven Pleavin**  
Recruitment Consultant - Stoke  
Recruitment apprenticeship standards



**Mollie Reece-Evans**  
Recruitment Consultant - Kidderminster  
Recruitment apprenticeship standards



**Olivia Sherratt**  
Recruitment Consultant - Stoke  
Recruitment apprenticeship standards



**Raheel Shakir**  
Recruitment Consultant - Crawley  
Recruitment apprenticeship standards



**Jamie Vaughn**  
Recruitment Consultant - Liverpool  
Recruitment apprenticeship standards



**Tyler Wharton**  
Branch Administrator - Preston  
Customer Service apprenticeship standards



**Samuel Yaxley**  
Recruitment Consultant - Dudley  
Recruitment apprenticeship standards



**Stacey Yeomans**  
Recruitment Consultant - Birmingham  
Recruitment apprenticeship standards



## Apprentice Champion of the Year

**Laura Powell**  
Group Training and Development Consultant  
Halesowen

Runners up



**Scott Bland**  
Branch Manager  
Cannock



**Frankie Minichiello**  
Branch Manager  
Taunton



**Mollie Reece-Evans**  
Recruitment Consultant  
Kidderminster

## Apprentice Champion of the Year - **nominees**



**Sophie Bowes**  
Recruitment Consultant  
Carlisle



**Paula Cherry-Gray**  
Senior Manager  
Newcastle and Darlington



**Jerome Francis**  
Branch Manager  
Bristol



**Elliott Grant**  
Recruitment Consultant  
Taunton



**Lorraine Gandy**  
Senior Manager  
Preston and Blackburn



**Andy Guest**  
Group Talent  
Acquisition Manager  
Halesowen



**Caitlin Hall**  
Recruitment Consultant  
Chesterfield



**Cee-jay Jones**  
Senior Manager  
Portsmouth & Southampton



**Kanez Khan**  
Group Training and  
Development Consultant  
Halesowen



**Edyta Korczak**  
Recruitment Consultant  
Preston



**Julia Marshall**  
Branch Manager  
Birmingham



**Kinny Martin**  
Group Training and  
Development Consultant  
Halesowen



**Ryan Motler**  
Senior  
Recruitment Consultant  
Stockport



**Paul Morton**  
Recruitment Consultant  
Middlesbrough



**Steven Williams**  
Branch Manager  
Slough



**Lee Ann Thompson**  
Group Training and  
Development Consultant  
Halesowen



# Focus on

## TBC Blackburn

In this issue of Best News, we wanted to introduce you to TBC Blackburn's new team members; Catherine, Rhianna and Leoni and to find out a little about them as they settle into their new office at 50-54 Church Street, Blackburn.

### Catherine Kennedy

- Recruitment Consultant



#### Favourite quotation:

"Life is short, do what you love"

Our first team member to share her background is Catherine Kennedy, Recruitment Consultant. Catherine spent 16 years working for the same company, starting as a temporary worker before taking on various roles in the business including picker-packer, administrator and team leader.

"TBC is very different compared with my previous roles. I am enjoying the change and getting to know everyone and can't wait for the moving in day to the new Blackburn office," explains Catherine.

When not at work, Catherine loves going to gigs. Last year she saw the Red Hot Chili Peppers and KRS-One and has other gigs planned for this year. She also looks after her four 'fur baby' cats and enjoys cycling when the weather is good.

### Rhianna Davies

- Industrial Recruitment Consultant



#### Favourite quotation:

"Casting a beautiful net doesn't mean you'll only catch beautiful things"

The second of our new Blackburn team members is Rhianna Davies. Rhianna started her career in the equestrian industry, running her own business. After relocating to Preston, she decided to close the company and ventured into sales which led her to recruitment. Rhianna is currently completing a recruitment consultant apprenticeship.

"I have to say what a great company TBC is to work for. The team of people I work with daily are all simply amazing and make coming to work each morning something to look forward to. I'm loving the role so far and I'm so excited to work with a great team to see how much success we can gain for the Blackburn Branch," commented Rhianna.

When she's not immersed in day-to-day work commitments, Rhianna spends time outside with her four-legged family members. "I have two horses and a German Shepherd puppy who all just make every day so much brighter. My other half and my stepdaughter and I spend our free time out with the horses and dog, exploring the countryside and going on crazy adventures - making the best memories!" added Rhianna.



## Leoni Shannon

- Senior Payroll Administrator & Resourcer



### Favourite quotation:

**"Teamwork divides the task and multiplies the success"**

Our third member of the Blackburn team is Leoni Shannon. Before joining TBC, Leoni was a hairdresser for almost two years and was looking for a change of career.

"When I was offered the role at TBC, I became very interested in the administration side of recruitment and decided it was something I would like to do and progress in. With help from the training department and the branch team, I have progressed so much in my role. It's great to be able to achieve a qualification and take part in an apprenticeship programme while at work," explained Leoni.

Outside of work, Leoni likes to participate in weekly dance competitions with her dance team and spends time with her family. She also enjoys socialising with friends and having fun days out.

**Good luck in your new home team Blackburn!**

# Linzi makes Snr HGV Consultant

**We would like to say many congratulations to Linzi Crawford, TBC Glasgow, who has been awarded with a promotion to Senior Consultant for her sterling effort and achievements since she joined the branch in February 2021 as HGV Consultant. Well done Linzi – you have smashed it!**

Prior to joining TBC, Linzi worked for a competitor in Glasgow and had also spent some time in London cutting her teeth in the industry.

William Miller, Senior Manager, says: "I have conducted many interviews over the years and one of the main things I always look for is whether the interview feels more like a conversation and you come away thinking you want to work with that person. In Linzi's case, I felt she had a positive energy, good experience and she could chat - even more than me! The decision was an easy one."

Linzi has demonstrated that she is a passionate recruiter with a real hunger for making calls, keeping drivers busy and enjoys the daily contact she has with clients and drivers. Her energy and drive have played a major role in growing the HGV desk and she has built up some strong relationships with clients.

"Linzi has not only added some excellent long-term clients to the plan, she has also added lots of new drivers to the pool. She has built up a brilliant working relationship with Marion McLeod, our Divisional Manager, supporting her with all HGV desk activities and she has also been involved with training new consultants and administrators on DOS and Jigsaw.

"We will continue to support Linzi in her career with TBC. She is an asset to the business and this hasn't gone unnoticed by visitors from other branches who have

all commented on her relentless activity and energy," added William.

Well done Linzi from all the Glasgow team and your colleagues at TBC!



Linzi Crawford

# Emma Ferguson makes Divisional Manager



Emma Ferguson

**We are delighted to announce that Emma Ferguson, TBC Glasgow, has been promoted to Divisional Manager.**

"Emma joined us in February 2019 as a Senior Consultant as my first hire for TBC. I had been looking for someone

with experience who matched my drive and enthusiasm to make Glasgow a success and to help me build a business north of the border. A planned one-hour interview lasted almost two hours as we spoke about all the potential opportunities Glasgow had to offer and I very quickly knew she would be a perfect fit for the branch," explained William Miller, Senior Manager.

Emma had worked in the industry for many years as an Industrial Consultant and generalist prior to joining the team as a Senior Consultant. At that time, the industrial desk was not trading particularly well and there was a reliance on one client for around 50% of the business. This posed a major risk to the operation if the account was to move.

"Emma quickly started to put her stamp on the desk by adding new clients she had previously worked with as well as clients where she had identified a need for temporary workers. Emma has drive

and enthusiasm and is very focused," added William.

From February 2019 to January 2023, the Glasgow industrial division expanded from one to two plans, two to four consultants and increased profitability six-fold. Emma has played a major part in the division's growth and has been responsible for delivering appreciable margin.

"With Emma's history of success, we looked at setting some objectives for Emma to work on as she aimed for the Divisional Manager role, working closely with her team Michael, Lisa and Kai, who have all supported Emma on the desk to deliver the success we have seen," added William.

We are delighted to announce that Emma delivered on her objectives and was promoted to IND Divisional Manager on 1st January 2023. Many congratulations Emma!

## Danny takes on TBC Coventry

**We are delighted to share that Danny Gosling has received a promotion and is now TBC Coventry's Branch Manager. That's fantastic news Danny, huge congratulations and all the best with your new challenge.**

Danny, who has been a valuable Social Media Champion for almost the past year, began his career with TBC Nuneaton in July 2011 as a Resourcer. It quickly became apparent that Danny had a flair for sales as he enjoyed filling vacancies and building rapport with workers. After overcoming some initial confidence challenges, Danny became a successful Consultant and Senior

Consultant on the industrial desks.

In 2017 the opportunity arose for Danny to progress his career with a move to TBC Coventry where, after achieving tasks that included building margins and personally nurturing consultants through their careers, he was promoted to Divisional Manager and now to Branch Manager.

Danny has had to work through some tough times but strives to be an example for others to follow and his contribution as a Social Media Champion has seen the number of Facebook followers in Coventry grow enormously.



Danny Gosling



# Celebrating International Women's Day

International Women's Day (IWD), which has occurred for over a century, is a global day honouring the cultural, social, economic and political achievements of women. The day also marks a call to action for accelerating women's equality.

In support of IWD, which was celebrated on March 8th this year, we have created a wonderful montage of selfie cards with statements supporting this year's theme – 'Embrace Equity'. Many thanks to all of you who shared your wonderful pictures for our social media campaign.



## Totting up the TBC years

Best News wouldn't be complete without mentioning our long-service colleagues who have accumulated many years with the business! In this issue, we celebrate three ladies who have reached different milestones at TBC Birmingham. Let's see who they are.

With ten years under her belt at TBC we congratulate Jane Allison. Jane works for the payroll department managing payroll for B1 and B2 plans. Many congratulations Jane!

Lilli Marshall has reached her second decade of service with the company hitting the 20-year mark. Lilli is a fantastic receptionist answering the phones for B1, B2 and B3. Congratulations Lilli. That's a lot of calls you've taken!

Our third long-service recipient is Cheryl Gardiner who works in the payroll department covering the HGV plans. Cheryl has racked-up a fantastic 25

years' service. Many congratulations Cheryl!

**Here's to the next milestone ladies!**



L to R: Jane Allison, Lilli Marshall & Cheryl Gardiner



# Fleetmaster advertises at MK Dons FC

Fleetmaster is delighted to announce the company has dipped its toe into advertising at the MK Dons Football Club Stadium in partnership with the MK Dons Supporters Association (MKDSA). The Fleetmaster Group logo will be exposed to thousands of home and visiting football fans to help spread the word!

For those who are fans or visitors to MK Dons, it has been noticeable that the MKDSA pitch-side advertising board in front of the media tables in the west stand was looking the worst for wear. The club had made a few attempts to restore the 12m board, but it hadn't stood the test of time.

The newly elected MKDSA Chair, Franco Volpe, made it a priority to resolve the issue which was achieved without any cost to the club. The change of board has also inspired a change of look.

Jamie Boocock, Director, Fleetmaster, said: "This is our first advertising partnership outside of Yorkshire and we are excited to see how this will boost our brand profile and generate new business opportunities. We are working with a Milton Keynes business whose name everyone knows in the locality. Our business ethos is all about long-term partnerships. The decision to partner with the MKDSA was an easy one for us and we

look forward to developing a long-term relationship."

Let's hope the MK Dons have a great season and pack their stadium to the rafters. More eyes on that Fleetmaster advertising board the better!



L to R: Franco Volpe & Amanda Lansbury, MKDSA, Ed Arnold, MK Dons FC & Rob Blackburn, Bobcat Digital

# Fleetmaster wins Specialist Driver Training Provider of the Year Award

Huge congratulations go out to the team at Fleetmaster for being awarded the Specialist Driver Training Provider of the Year at the highly prestigious Corporate Live Global Awards that took place at Hazlewood Castle, York. Fleetmaster won the award for its work on improving driver safety. Well done guys!



Fleetmaster's Specialist Driver Training Provider of the Year Award

Due to the COVID 19 pandemic, training was halted because close contact was required for in-vehicle training. This caused the business to look at how it could support its customers who were still operating as key or essential workers.

James Rooney from British Gas was the first to approach Fleetmaster and tasked the team with finding a solution to bridge the time between face-to-face training. Due to the nature of work British Gas undertakes, it was important that the engineers could still make emergency call outs without compromising road safety or their duty of care. To add to this, their supplier vehicle maintenance and repair garages were either working on reduced hours, had decreased manpower or closed altogether, so British Gas looked to leverage its EV fleet to overcome this.

"The decision to move to EVs introduced some challenges as not many people have driven an EV, so a training solution was urgently required. On-road training

wasn't an option so our Digital World Team, working in partnership with British Gas Fleet, decided to produce an online interactive 'Driving an E-Vivaro' Module which gave the driver all the knowledge they would have received on an on-road course but delivered digitally," explained Jamie Boocock, Director, Fleetmaster.

The online module covered the following components: Introduction to an EV, EV- the new technology, How to charge your EV (Home & Public Network), Charging Options, How to drive your EV, Understanding range and re-gen, Controls and functions.

Understanding that everybody learns in different ways, each section is supported by a video to improve the learning experience and to ensure as much knowledge is taken from the module as possible. The module included a final knowledge quiz to make certain learning had taken place successfully.

# The Sofa Delivery Company - Training Drivers for the Future



The Sofa Delivery Company, which is the delivery and installation arm of furniture giant DFS, has called upon the services of Fleetmaster to help deliver its New Driver Scheme to attract budding drivers keen on supporting a heritage business.

DFS was established over 50 years ago and is the leading retailer of sofas in the UK. The company has its headquarters in Doncaster and also has three of its own manufacturing sites.

DFS Group operates under three major retail brands; DFS, Sofology and Dwell, that together provide a wide variety of furniture styles to satisfy customer tastes and budgets, trading from over 170 showrooms in the UK and Republic of Ireland.

The Sofa Delivery Company, which was formed in 2019, provides an exceptional delivery and installation service for all three furniture brands and aims to be the best sofa delivery service in the UK.

To keep up with customer demand for the Group's products and to protect the exceptional service the company prides itself on, in 2022, The Sofa Delivery Company launched the New Driver Scheme initiative in partnership with

Fleetmaster. The scheme is designed to attract new talent to bolster the operations and logistics function and has a clear path of support in place to develop new colleagues with Category B licences into exceptional professional drivers.

"Since the launch, we have achieved



exceptional success over a short period of time and have already introduced over 50 new drivers to our operations with a 100% retention rate. Of course, we are all really proud of this - it is a testament to the hard work and planning put into the initiative by both our internal training team and Fleetmaster and highlights our business commitment to investing in talent for the future," said Chris Bamford, Head of Group Fleet, The Sofa

Delivery Company.

Through 2023, to mirror business growth, the New Driver Scheme will accommodate up to 200 new colleagues joining the team.

"This coming year, the New Driver Scheme will see a step change in driver training and I am pleased to say that Fleetmaster is ready for the challenge! It is no secret that the industry needs exciting opportunities to attract new talent into the sector and we are certainly helping to address this with our partnership with The Sofa Delivery Company. It's a privilege to be involved with such a great initiative and we look forward to a long and successful partnership," commented Nick Boocock, Head of National Accounts, Fleetmaster.



# Backline invests in new trailers

To keep up with demand from its growing customer base, Backline Logistics Leighton Buzzard has recently taken delivery of two brand new articulated trailers, one of which can carry a Moffett (Vehicle Mounted Forklift) and the other, kitted out with a standard tail-lift trailer. Both will bear the company's livery.

"The new trailers are a welcome and much needed addition to our fleet. The new signwriting on the side curtains looks impressive and will help to advertise our brand across the UK road network for many years to come," said Louise Gaunt, Operations Manager.

*Backline's new trailer*





# 4 Top Tips for Spring Driving

Other than winter, we don't often tend to consider the effects of seasonal changes on driving conditions. As we approach spring, the weather starts to warm and this can produce new dangers and risks that we should bear in mind when taking to the roads. Here are 4 Top Tips to digest.

1. Warm weather leads to increased numbers of cyclists and motorcycles. Those donning their lycra and leathers are emerging, en-masse, to take in the fresh air and enjoy the open roads. To be aware of these vulnerable road users, every motorist must practice good vision techniques and stay focused on their driving. Being aware of and respecting non-car road users is an important part of safe motoring.
2. Children also pose another potential driving hazard. Rising temperatures will encourage children to spend more time outside playing and running free. Drivers should slow down and pay careful attention in residential and school zones especially where the speed limit is set at 20 mph. School children are easily distracted and don't always pay much attention to traffic. So, always be alert!
3. Thousands of animals are needlessly killed on our roads every year. As many species emerge from their long winter hibernation, they will be on the move as they forage for food. Being prepared for this can help prevent animal deaths and expensive damage to your vehicle. Drivers should slow down

in rural areas and anticipate the unpredictable nature of wild animal behaviour.

Deaths and injuries among horses and riders on British roads have increased despite changes to the Highway Code. The British Horse Society reported 3,552 equine related road incidents in 2022, representing 21% increase on the number reported in 2021. In 2022 there were 68 equine deaths, 125 injuries and 139 injuries to riders. Drivers should give keep a distance of a minimum of 2 metres and a speed no faster than 10 mph.

Highway Code guidance also advises that drivers wait behind any motorcyclist, cyclist, horse rider, horse-drawn vehicle or pedestrian and not overtake if it is unsafe or not possible to meet these clearances, but adds drivers may "cross a double-white line if necessary (provided the road is clear) to overtake someone cycling or riding a horse if they are travelling at 10 mph or less (Rule 129)."

4. Spring is synonymous with pollination and unfortunately for many sufferers – hayfever – that can be overwhelming and frustrating for some people. Streaming eyes, incessant sneezing and a permanently runny nose are some of the symptoms not conducive to being an observant driver. Take care to keep up to date with your local pollen counts and medicate accordingly (always check guidance for driving).

## TBC Mansfield praised for supporting Ukrainian family



Last year, TBC Mansfield received a shining review on Facebook from a lady who had taken in a Ukrainian family, for finding work for the husband and wife which helped them to turn their lives around in the UK.

The following is a copy of the review and response posted by Hannah Jowett-Frost (verbatim).

*"I would have done this on Google reviews, but it won't let me log in! I am currently sponsoring a Ukrainian family*

*with a small child. They have no English but can speak Ukrainian and Polish. I rang The Best Connection (Mansfield) and spoke to Jasmine (Jasmine Stone, Divisional Manager) who went above and beyond for us! The gentleman who we are sponsoring arrived in England on the Thursday and started working on the following Tuesday. Two weeks on, his wife is due to start work on an opposite shift. We are so grateful to The Best Connection for giving our guests the best chance at their new life in England. I*

*would recommend this agency to anyone who needed work quickly and is prepared to put in the hard work and the hours. Thank you so much for all your help."*

After demonstrating a great work ethic both husband and wife have been given permanent positions by the client.

What a fantastic story and testimonial, Jasmine. Many congratulations to you and your team for helping these people with employment so quickly.



# AYBL Group praise for TBC Redditch



Testimonials are such powerful endorsements of good practice and in this amazing example from TBC Redditch, exceeding expectations has not gone unnoticed by a very grateful client, AYBL Group.

AYBL Group is an e-commerce business supporting two brands, AYBL, an online women's activewear company and Because of Alice (BOA), an online women's fashion company. The Group is one of the fastest growing private businesses in the UK.

One of the busiest dates in the retail calendar is Black Friday. Last year, to support the huge task of preparing and dispatching orders, AYBL called upon TBC Redditch to provide temporary workers to help. As a result of the people provided and the quality of the work undertaken, the branch received a glowing reference from AYBL Group's Operations Manager, Paul Maynard and this is what he had to say.

*"The Best Connection branch in Redditch has been supporting the AYBL Group from the first time we required temporary labour. Over time and to support the rapid growth of the business we have introduced further agencies which has and continues to work well.*

*Having moved into our new, bigger warehouse in August, we have had the opportunity to increase our temp headcount over this Black Friday sale. Each of our agencies was tasked with*

*providing 20 temps per shift, so 40 per day.*

*The Best Connection successfully inducted 54 temps to cover their allocation of 40 temps required. From day one all the way through to the last day of the operational sale (23 days later), The Best Connection provided quality labour and individuals picked up numerous bonus awards for best picker and best packer on shift.*

**For the first time in my memory, I can't remember any agency fulfilling 100% attendance over a three-week period, which at times included Sat and Sun working.**

*The Best Connection's support has helped the AYBL Group despatch more than 410,00 units over this sale period, which is the most we have ever despatched over any sale to date. This compares to our last Black Friday sale of 270,00 units.*

*A huge thank you and well done to our frontline support, Star and Steph, not forgetting all the backroom work John was doing.*

*If you treat your temp labour like 'gold dust' you will reap the rewards."*

Paul Maynard, Operations Manager, AYBL Group

Well done team Redditch and a huge thank you to all our wonderful temporary workers who make this possible.

## Thumbs up for TBC Stockport

**In a competitive world, winning good business can be real challenge and take some time. Once the client has said 'yes', however, the real work begins! TBC prides itself on going that extra mile to ensure that needs are met and clients retained, so it is always good to receive regular and honest feedback to ensure everyone is on the right track.**

At TBC Stockport, the relationship with Springvale EPS, which manufactures high quality, cost effective, thermally efficient sustainable insulation solutions, has been ongoing for nine years, so it is testament to the team's relationship building and service delivery that they have received a wonderful endorsement from the client.

The following communication was sent by Paul Asher, Maintenance and Quality Supervisor at Springvale, to Candice Daley, Branch Manager.

*"Another year nearly over and I would like to thank you for supporting our business with all your team's hard work.*

*Since we have been a customer with yourselves more than half of all our staff have been recruited from The Best Connection. These have been General Operatives, Machine Operators, FLT and a Distribution Supervisor."*

**"You have delivered the service you promise to provide. I have tried to use other agencies but you are far more**

**approachable, professional and reliable."**

*"Thank you for all your hard work finding me the right candidates for the roles I required."*

*"We are grateful to Candice and of course Ryan Motler and Mohammed Ahmed who are the day-to-day contacts on the contract."*

Very well-done team Stockport!





*Martin Thorogood*

**For almost two decades, Martin Thorogood, or Mr T as he is affectionately known, has overseen the health and safety of the business and the company's extensive property portfolio – not to mention his contribution to Best News with the Fantasy Football updates! Martin joined TBC in May 2003 to assist in Operations Support and his role subsequently developed into Health & Safety and Facilities Manager.**

Alas, we are sad to share that he has decided to retire, however, according to Martin that won't mean putting his feet up! Martin shared his feelings and thanks.

# Mr T Retires!

"Well, nearly 20 years at TBC is over. I am a man of leisure - apart from all of the Jobs Mrs T has lined up for me! My last day was emotional as I have made many good friends in the company and will no longer be seeing or speaking to them on a daily basis.

"I was overwhelmed by all the phone calls, emails and cards I received wishing me well for the future from people all over the branch network and from some of our suppliers. I would like to thank everyone for the wonderful gifts I received on that last day which included a fantastic watch, some Madri Spanish beer, Jack Daniels, golf balls, book, a lovely calendar with each month showing a picture of ex-colleagues from the different departments at Topaz and I must not forget the plant that will remind me of my weekly watering duties at Topaz.

"A special thank you to Sarah Turnbull for organising a great meal and night out in

rocking Bromsgrove, Lee Broadway from Gloucester, Claire Schaus and Emma Mardle from Worcester who made the journey to Bromsgrove that night for the meal and Neil Yorke for his kind words on my last day. I have left the facilities department in Lewis Stylianou's more than capable hands and the driver negligence issues with Rob Martin. Good luck to you both.

"Thanks again, will miss you all but be aware, if I am in your town I may come visiting (coffee, white, one sugar please) and if you ever visit Worcester, get in touch, email [mgt20073@gmail.com](mailto:mgt20073@gmail.com) and I will meet up with you - if you would like my mobile number just ask.

"I wish each and every one of you across the SWS Group every success for the future. Off to the golf course now!"

**We wish Martin all the best in his retirement.**

## Aviation Connection Babies



*Baby Dhiaan*

**Last year was a busy one for Aviation Connection and not just for the obvious reasons as two members of the team had new babies. How wonderful!**

Our first mention is Shivani Shukla our Compliance Administrator, who celebrates with her hubby, Ravi, the birth of their baby, Dhiaan. Dhiaan came into the world on January 19th weighing 7lb 4oz.

We are also delighted to share that Charlotte Coughlan has had a baby girl. Charlotte, who is an Operations Manager in the Aviation Connection team, gave birth to her little bundle of joy named Orleigh on the 11th November last year. Orleigh weighed in at 7lb 1oz.

Many congratulations and best wishes to both Shivani and Charlotte.



*Charlotte Coughlan and Orleigh*

## Paige Promoted to Senior Consultant

**A high-five to Paige Osman who has been promoted to Senior Consultant from Consultant. Well done and many congratulations on your achievement, Paige!**

Paige joined TBC Northampton in March 2020 at the height of the pandemic and with no prior recruitment experience. Following furlough, the branch was operating at a reduced capacity with only Michael Williams, Branch Manager and Paige tasked with running three industrial plans. This required a great deal of hard work and long hours to maintain the high servicing standards our clients are accustomed to. Paige, who completed a recruitment apprenticeship in May 2021, persisted and gained valuable experience along the way.

Thereafter, Paige showed a keen interest in developing her role at The Best Connection and in December 2021 she was set annual goals and objectives. We are delighted to say that Paige met all her objectives and received a promotion this year.

"Paige is a credit to the business and a pleasure to work with. She shows determination to get the job done and is always eager to learn and pass her knowledge on to others. She is well liked by her peers, temporary workers and clients alike and I have no doubt that she will continue to develop her career with The Best Connection," said Michael Williams, Branch Manager, TBC Northampton.



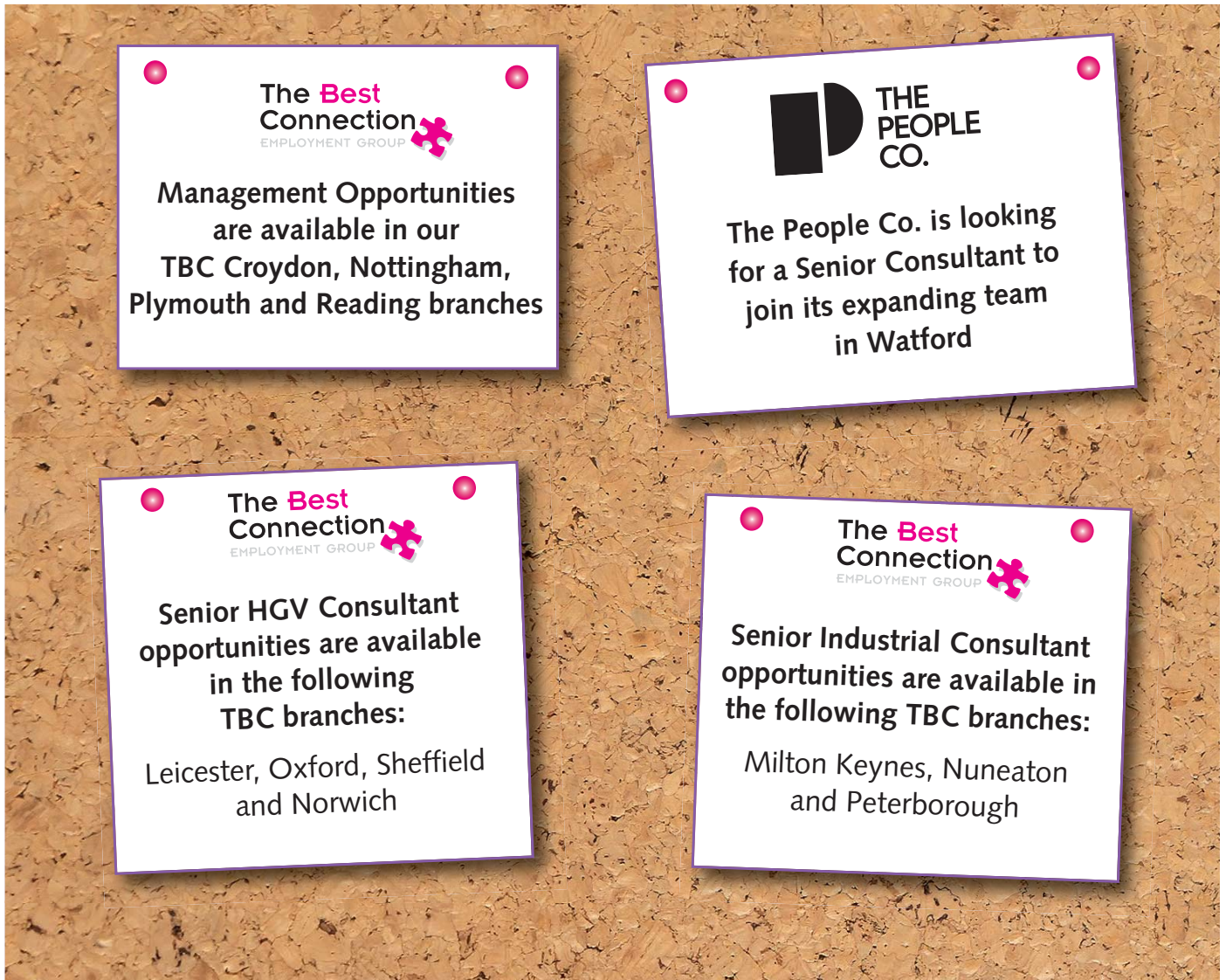
*Michael Williams congratulating Paige Osman*



# 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 Best Connection careers pages on LinkedIn or Facebook!

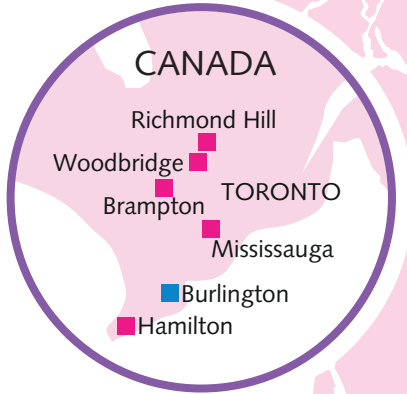


## Want more details?

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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