

Delivering on our Commitments

A warm welcome to Best News September 2023. In this issue, we showcase our adaptability as a sales-driven business and our passion for serving our clients and temporary workers. We share stories of where we have worked with our clients as an extension of their own business along with insights into personal experiences, career progress and broader community activities across the SWS Group which I hope you will enjoy reading.

At the heart of everything we do are our clients and temporary workers who rely on us to deliver on our commitments and promises to them. It is their experience that counts. Over recent years, the experience clients receive has become the big determinant of business success. Swapping to an alternative supplier or service provider has never been easier. Consequently, how we engage with our clients and temporary workers and support them on a day-to-day basis is critical to our success. Whilst we have invested heavily in training to equip our staff with the skills and knowledge necessary to be successful, the dedication and empathy shown by our teams across the country every day cannot be taught and I thank you for this.

As a sales-focused operation we must invest our time supporting existing clients in order to retain their loyalty. Equally, a strong focus on acquiring new clients and expanding our footprint will help us to maintain our leadership in the sectors we serve and to meet our growth aspirations. I am enormously proud of the passion displayed in so many of the stories we receive. Many of you are going above and beyond your day-to-day work duties to make sure your colleagues are supported and your clients are not let down and receive the best experience.

Our mutual success and differentiation in our business relies on collective knowledge, skills and experience. We have become very good at sharing information and helping each other out when needed. Being adaptable and collaborative is key to our success and this is demonstrated across our business in many ways. An example of this is the growth of our work in supplying staff to the aviation industry. Aviation Connection has been supporting branches located close to airports that now benefit from opportunities in a new vertical market. Knowledge sharing and direct support have been central to its success. Meanwhile, CTS has set its sights on a relatively untapped subsection of

its market to open new, profitable opportunities and Fleetmaster has moved some of its training courses online to meet an evolving market and changing customer requirements. Whatever the challenge, we have and will, continue to think of ways to address the needs of those we supply to.

Taking on new clients is an essential part of our business. Due to the range of sectors we supply, this covers SME's to enterprise businesses. Building relationships with companies in their early growth stages can also pay dividends as they become successful and expand. We have a recent example of this with Lincolnshire Pond Plants which I am sure you will enjoy.

It is wonderful to see so many of you achieving long-service milestones having invested your career with SWS companies. I want to congratulate you and thank you for your loyal service over the years and look forward to many more being added to the list.

Andrew Sweeney
Chief Executive



Andrew Sweeney



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.

tel: 01926 843693

mob: 07976 284248

email: jan@marketnotions.com



Andy Guest



Danny Gosling & Jack Winiarski



Hayley Hall



L to R: Katie Yorke, Laura Withers & Michelle Sam

TBC Supports Pride Month 2023



In June, we came together as a company to celebrate Pride 2023. This annual event, which recognises the LGBTQIA+ (lesbian, gay, bisexual, transgender, queer, questioning, intersex, or asexual and more) community, gave us all the opportunity to learn and reflect on how important inclusivity is in our lives and our world.

As a company, we fully support all members of the LGBTQIA+ community and actively encourage open conversations about the Pride event and LGBTQIA+ topics. This year's celebration was even more poignant as

2023 marks 20 years since the repeal of the law banning the promotion of homosexuality in the UK. Since then, major progress has been made towards greater equality and recognition.

Pride is much more than just a colourful, joyous annual event. It is a true celebration of people coming together in love and friendship to show how far LGBTQIA+ rights have progressed and to recognise that there's still work to be done to gain universal acceptance in our society.

Origins of Pride

Pride was borne out of a civil rights uprising in the US known as the Stonewall Riots. On June 28, 1969, the New York City police raided the Stonewall Inn, a gay club located in Greenwich Village in New York City. The hostility of the raid sparked six days of protests and violent clashes with the police. This became symbolic for the gay rights movement.

On the anniversary of the uprising, the first Pride march was held in New York, Los Angeles and Chicago. The event was supported by thousands of members of LGBT+ community who gathered to commemorate Stonewall and demonstrate for equal rights. Since then, the event has evolved to become an annual global spectacle which includes additional communities.



Lee Crimes



Kat Colwell



Kayleigh Crawley



Laura Withers



Robert Semeniuk



L to R: Lea-Ann Thompson, Nana Tawiah, Chloe Pidgeley & Christina Varga



Molly Pollard



Poppy Payton

The largest Pride event in world is the São Paulo Gay Pride Parade in Brazil and is South America's largest event. It's listed by Guinness World Records as the world's largest Pride parade starting in 2006 with an estimated 2.5 million people attending each year.

Celebrating Pride on Social Media & Messaging

For Pride month, we introduced a range of social media resources to help share the celebrations along with changing every branch Facebook profile picture to the new Pride company Jigsaw piece logo for the month of June.

On Viva Engage (previously known as Yammer), in support of Pride, we launched a dedicated Pride page which provides an ongoing safe space for anyone who wishes to chat freely, share experiences, or learn more about the LGBTQIA+ community.

Other resources included our Equality & Diversity group's Top Pride Picks recommending TV, film, books and songs relating to Pride and the LGBTQIA+ community, Pride screensaver and we even featured a Pride quiz!

To kick off TBC's celebration of Pride month, we asked, 'What does Pride mean to you?' Here are some of the quotes we received as well as a selection of supportive

posters from many of our colleagues at TBC.

'Pride is a celebration of love, life and acceptance and is something we should celebrate everyday #pride #loveislove'

'Proud to support Pride 2023 as it is a great event for all to be included. #loveislove #pride'

'For me Pride is about celebrating the LGBTQIA+ community and recognising the hard work that people have put in and sacrifices that people have made over the years to fight for progress. I'm absolutely delighted that TBC's Equality & Diversity Group has chosen Pride this year as one of its celebrations, to help raise awareness in support of our LGBTQIA+ colleagues #loveislove #pride'

'To me, Pride means being able to live and love in whichever way you choose #loveislove #pride'

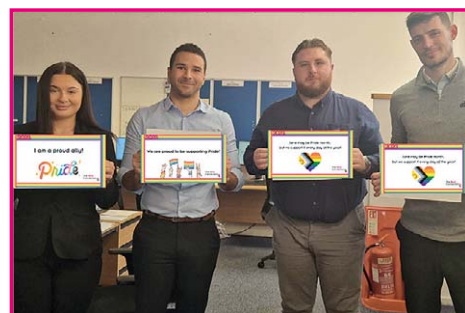
'I believe in accepting and respecting everyone, no matter their beliefs or backgrounds. Let's celebrate our differences and create a world of unity. Join me in spreading love, kindness, and acceptance. Together, we can make a difference.'



Vicki Ellis & Richard Fenton



L to R: Tracy Price, Rob Davies, Jo Pritchard, Gemma Morrall, Navpreet Singh and Clare Quick



L to R: Leah Crampton, Ashley Bernard, Ryan McLaughlin & Derek Jones

How well do you know Aviation Connection?

Even after the devastating effects on global travel brought about by the pandemic, TBC's Aviation team are still going strong. Read on to find out more about the function the team provides.

What is Aviation Connection?

Aviation Connection is a division of The Best Connection that can help support your branch in supplying Aviation clients from your branch by:

- Helping you to identify Aviation business in your area and provide sales and marketing advice and support
- Supplying full CAA Aviation Security vetting and training for your temporary workers from the Aviation Compliance Centre
- Providing training for the branch team to ensure that they develop Aviation expertise and receive Aviation updates
- Providing account management and support where needed for larger customers

What is an Aviation Client?

An Aviation client is any company that is governed by the Civil Aviation Authority (CAA).

The CAA is the UK's regulatory governing body for Aviation, responsible for managing security risks and meeting the highest possible safety standards.

Aviation accounts are not always based at the airport, within the airport or airside. Many Aviation businesses are located just outside of the airport, but still fall under CAA regulations. For example: DHL Aviation, UPS and Fedex.

Aviation offers opportunities

Aviation vacancies tend to be attractive jobs that usually have a longer booking period and are well paid. They are a great way to drum up extra candidates you may not normally see for your branch. The compliance process isn't complicated and the majority of the vetting and referencing is undertaken by the Aviation Compliance team on your behalf.

What roles may an Aviation client request?

The Aviation industry recruits a variety of roles, such as Cargo Operatives, Customer Service, Baggage Handlers, Front of House, Production Operatives, Security Officers and Cleaners. Don't assume a job may not be an Aviation role nor sit within the CAA's remit, as many of these are similar to the roles and candidates you currently supply on your industrial and driving plans.

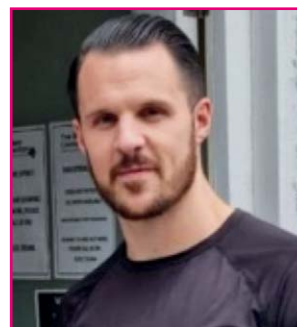
Meet the team

Rene Hawkes - Head of Aviation

Rene has worked for The Best Connection since 2000, starting as a trainee and has worked in the branch operation teams in several different roles before launching Aviation Connection in 2019.



Dan Wood - Aviation Operations Manager



Dan has worked for The Best Connection since 2016, most recently as the Branch Manager of TBC Derby. He has a wealth of experience in the Aviation sector and is working closely with several branches to improve their Aviation know how.

Charlotte Coughlan - Aviation Operations Manager

Charlotte worked in the Aviation recruitment sector for several years before joining TBC in 2019, helping to launch the Aviation Connection brand and set up our Aviation Compliance team. Charlotte is currently on parental leave to spend time with her beautiful new baby, Orlaigh.



William Davidson - Aviation Contracts Manager



William has recently joined the Aviation team. He has several years' experience of supporting large Aviation users in the Derby area and will be supporting some of our larger clients with their requirements as well as helping streamline our systems and processes.

Aviation Connection Compliance Team

The compliance team undertakes all Aviation vetting. You may have already met our compliance team in previous issues of Best News. Here are some fun facts about the team.

Emily Smith - Compliance Team Lead - Emily loves DIY and recently repaired her own oven.

Naoise Ross - Compliance Administrator - Naoise relaxes and goes to sleep by listening to criminal interrogations on her headphones.

Aisha Sy - Compliance Administrator - can slam dunk a basketball.

Julia Rawlings - Compliance Administrator - used to be a professional break-dancer.

Which Branches currently supply Aviation clients?

The Best Connection currently supplies Aviation business in Crawley (Gatwick), Staines (Heathrow), Chelmsford (Stansted), Luton (London-Luton), B1(Birmingham),

Derby (East Midlands) Airports and Manchester as well as working with several other branches to help them find out what business may be available in their area.

The Best Connection's Aviation business in numbers

In 2022 Aviation Connection:

- ✓ Vetted and processed more than 500 Aviation Security Packs
- ✓ Supplied staff at 5 different airports
- ✓ Supported 52 Aviation clients with their requirements
- ✓ Generated significant weekly margin

What can you do?

If you have a question about Aviation or think you may have some opportunities in your area, then give one of the team a call and we will do our best to help.

rene.hawkes@thebestconnection.co.uk 07734284723

TBC Chelmsford Aviation Adoption

Towards the end of 2022 TBC Chelmsford was approached by the Aviation Connection team to discuss the possibility of taking on aviation-related clients operating at Stanstead Airport. The team were excited about the prospect of a new market and were keen to learn the skills required to make it a success.

Since then, the branch now services five aviation clients, including, DHL A&T, UPS and ABM Aviation, utilising a variety of staff including Customer Service Assistants and Cargo Handlers. The team at TBC Chelmsford are now approved signatories at the airport with the authority to supply aviation security passes.

Throughout the team's onboarding journey, Aviation Connection has provided support with area mapping, sales calls and visits, compliance, setting up branch processes, bookings, margin growth and has helped pave

the way for a division that will offer some great opportunities for both TBC staff and temporary workers.

"The team at Aviation Connection have been amazing with supporting our branch! We started with no knowledge

of the sector or clients and we now have two consultants assigned to aviation-related work. Aviation Connection team have been with us every step of the way," said Laurence Mitchell, Branch Manager, TBC Chelmsford.



L to R: James Coston, William Davidson, Emma Beeson, & Laurence Mitchell

Fleetmaster Welcomes Michael Coyle, National Fleet Manager

We are delighted to welcome Michael Coyle who has joined Fleetmaster as the National Fleet Manager. Michael will take on the responsibility for the control of all Fleetmaster vehicles ensuring they are compliant and roadworthy and will also oversee the vehicle and storage business at the company's site in Dewsbury.



Michael Coyle

Michael, or Dr Coyle as he's also known, began his career as a Heavy Goods Vehicle (HGV) technician and has subsequently worked as an HGV driver, Lecturer in Vehicle Engineering, Advanced HGV Driver Training Manager, Depot Manager, Logistics Analyst, Project Manager and Research Fellow. Academically, Michael has a BSc (Hons) in Transport and Distribution, a MSc in Operational Research and his PhD "Optimising the Fuel Efficiency of Large Goods Vehicle (LGV) Fleets" was awarded in 2002.

Throughout his career, Michael has worked on several commercial projects and UK Government Department for Transport (DfT) schemes including three of the four Fuel Economy Advisor (FEA) schemes, where he was a Senior Advisor and trained a number of consultants for one of the schemes. Additionally, he led a research project that resulted in the Safe and Fuel Efficient Driving (SAFED) programme, which was developed with John Boocock. In addition, he has

conducted research into self-financing fuel bonus schemes for drivers, as one of a range of techniques for sustaining improvements in fuel consumption. He was also a major contributor to, and appeared in, the 'Save It' videos, which were funded by the DfT and was a technical author to the Good Practice Guides: Fuel Management and Fuel Saving Devices.

Internationally, Dr Coyle was an Honorary Programme Advisor to The Department of Automotive Engineering and The Automotive Engineering Database Centre at The Hong Kong Institute of Vocational Education of the Vocational Training Council, Hong Kong, from 2002 to 2010. From 2004 to 2012 he was also an Honorary Advisor to the Hong Kong Jockey Club Large Vehicle Testing (R&D) and Emissions Centre.

Additional industry experience includes being lead consultant on the New Zealand Government's 2008 Fleet Commitment Project, "Survey of Key Influencers, Fleet Operators and Drivers of Heavy and Light Commercial Vehicles in New Zealand to Ascertain the Practices, Attitudes, Perceptions and Barriers to Change in Relation to Introducing Fuel Efficiency Interventions." He was also the UK member of American Trucking Association's (ATA) Technology Maintenance Council (TMC) Energy Focussed Driver Training Task Force 2010 – 2011.

"I am really pleased to have joined the team at Fleetmaster. The potential of building a unique role within the company from the ground up is a challenge I'm really looking forward to," said Michael.

Online Driver Training a great success!

The Covid pandemic forced many businesses to adapt to survive and in many cases, this necessitated the adoption of remote working policies. This, in turn, led to the widespread use of video and other digital technologies as preferred communications methods. This legacy remains today as 'Zoom' and 'Teams' meetings (others are available!) have become the norm for collaboration. As a traditional face to face, hands-on training business, Fleetmaster has had to reshape some of its services to address post-pandemic client needs and this has driven the development of online courses.

Whilst there was some trepidation around maintaining the engagement and quality of the courses on offer, clients' feedback has been very complementary and here are some great examples.

"Very informative, our trainer didn't put any pressure on anyone to answer and I thoroughly enjoyed the course." **Barrett Steel**

"Clear information and a very knowledgeable trainer with all systems easy to access. Given the current climate, these courses are brilliant and no doubt keeping our drivers safe. The best form of digital learning I have taken part in." **Speedy Hire**

"Remote training was a little different but something we will have to get used to. Couldn't have asked for a better trainer." **Thames Water**

"Course was well planned. Instructor was professional, perfect and easy to engage with. Excellent session." **British Gas**

Fleetmaster is increasing the number of online courses it offers to ensure drivers remain safe and compliant. All training courses are open to existing and new clients and run by experienced trainers skilled in delivering remote training. Tailored courses can also be designed and delivered on request.



For more information, contact Daniel Jackson on **01924 416624** or email **Daniel.jackson@fleetmastergroup.com**

Fleetmaster supports Network Rail's Net Zero Fleet target

Organisations running large fleets are turning to electric vehicles to help meet carbon reduction commitments. To support this environmental initiative, the team at Fleetmaster are working with clients to help with achieving their goals. One example is Network Rail, which is committed to a zero emissions car and van fleet to meet the Department for Transport decarbonisation targets by 2027.

As part of Network Rail's Project Zero initiative, Fleetmaster was recently invited to attend an event held at Network Rail HQ in Milton Keynes which laid out how this would be accomplished.

"At Network Rail we are committed to our decarbonisation goals of running a zero emissions car and van fleet by 2027. Our event this week was to showcase to and engage with our colleagues in all areas of the business how and why we intend to do this. Everyone from drivers to senior executives was able to see the vehicles we are using at this stage, the methods to identify and deliver their correct placement, and all the back-office support functions and people that make it possible. Of note, is the requirement to train our operatives on the new vehicles to ensure the best acceptance and use of alternatively fuelled vehicles," explained James Rooney, Head of Road Fleet, Network Rail.

"We were delighted to be invited to attend the event in Milton Keynes to see the work the fleet team are doing and how they are engaging with colleagues to educate them about the green journey they are undertaking. The event was a great success and it was encouraging to see the enthusiasm for the move to electric vehicles," said Martin Hopkins, Key Account Manager, Fleetmaster.

Fleetmaster's holistic approach to driver training focuses on the crucial differences in vehicle operation and delivering targeted training. Combining these elements can have a significant impact on safety and efficiency. Fleetmaster has taken the initiative to work closely with manufacturers and industry experts to develop a range of industry-leading training programmes that can be delivered in various ways to suit the client including practical and online courses. The team are also happy to create bespoke courses designed around client-specific training needs.

"We have worked with Network Rail for some time and deliver all types of driver training to them across the UK. We are very experienced in working with electric vehicles and are pleased to be working with Network Rail on their decarbonisation programme by delivering training through a variety of platforms," added Martin Hopkins.



Network Rail net-zero fleet event, Milton Keynes



Network Rail green fleet initiative

Fleetmaster goes off-road with Network Rail

By virtue of their occupation, many Network Rail workers need to access isolated and often challenging locations to keep the rail infrastructure operational. This requires response teams around the country that often need to drive off-road vehicles to reach these areas.

One of the teams that operate in the north east approached Fleetmaster to help upskill their drivers and train them in operating off-road vehicles safely and efficiently in all terrains and weathers.

"I am always looking at ways of improving the skills and safety of my team and in response to an incident

involving a colleague, I approached Fleetmaster to see what they could offer with regards to the off-road vehicles we drive. They recommended a course of theirs that was perfect for our needs at a local location suitable to us. The feedback I received from my team on the 4x4 driving course has been excellent. I managed to observe some of the classroom and practical training first-hand and was suitably impressed. We will be using Fleetmaster again and would have no hesitation recommending them to others," explained Phillip Gowland, Local Operations Manager, Network Rail.

Here is some of the feedback received from drivers who took part in this training:

"Excellent course, excellent trainer, learnt some new pointers and refreshed positive driving habits and took on board feedback to take forward."

"Excellent training and well worthwhile."

"I learnt a lot about safe driving practices and found the off-road session valuable, informative and enjoyable. Excellent course."

If you would like to speak to us about how we can work together to reduce your risk or would like to book any of our courses, then please contact us at enquiries@fleetmastergroup.com or Tel 01924 416624.





Martyna with her Customer Service NVQ

Martyna Receives a Distinction

Huge congratulations to Martyna Holubek, Branch Administrator, TBC Crewe, for achieving a distinction in her Customer Service NVQ. Very well-done Martyna, that is a great result!

“The team at TBC Crewe are really proud of Martyna for achieving a distinction in her Customer Service NVQ. She has been committed to completing the course and has said that she has found the knowledge she has learned very beneficial to her role. She would like to thank Laura and the rest of the TBC Training team for all their support,” said Joshua Graham, Branch Manager, TBC Crewe.

Bulten Ltd signs PSA Contract

TBC Scunthorpe has secured a new contract with high-tech fasteners manufacturer, Bulten Ltd, which is a long-standing client of the branch. Many congratulations to the team on retaining this valued client.

Following an upturn in the automotive sector in the UK, Bulten has experienced an increase in demand for its products. Because of this, coupled with some management changes, Bulten decided to assess its temporary worker provision and recently undertook a review of suppliers. As part of this review, The Best Connection was invited to tender.

The response to the bid involved a service review, proposal and presentation. Sean Seaton, Branch Manager, enlisted the support of Trevor Higgs, Head of Central Sales and together they have secured a two-year PSA. In addition, a Time & Attendance system has been installed and Ligita Volkova, Contract Manager, is working onsite under the guidance of Debbie Shore, Area Contracts Manager, to deliver an added

value solution which secures TBC's ten-year partnership into 2025.



L to R: Ligita Volkova & Ady Cox, Warehouse Manager, Bulten Ltd

Cressida Supports TBC Swindon

We are delighted to welcome Cressida Fernandes to the team at TBC Swindon. Cressida has taken to the Branch Administrator role like a duck to water, we are told!

“Cressida only started in June and she has already made an incredibly positive impact on the branch. We are excited to have her supporting the Swindon branch,” said Kerry Porter, Branch Manager, TBC Swindon.

Welcome to the team, Cressida and the best of luck in your new role!



Cressida Fernandes



L to R: Andy Clark congratulating Harry Heard

Harry joins the 10-year club!

We are delighted to tell you that Harry Heard, Senior Consultant, TBC Eastbourne, has been added to the prestigious and ever-growing list of long serving TBC'ers after passing the ten-year mark. Many congratulations Harry, here's to the next milestone!

“Harry is an absolute asset to the business, going over and above on a daily basis, coming in early, staying late, coming in at weekends to make sure he delivers the very best service possible to his clients,” said Andy Clark, Area Manager, TBC.

Daniel hits a decade!

Many congratulations to Daniel Edwards who has reached a 10-year milestone with the business.

"Over the past decade it has been a pleasure to support Daniel with his career development from a Trainee Industrial Consultant to Branch Manager of TBC Wolverhampton. Daniel is a true example of what can be accomplished through hard work and loyalty to TBC over the years," said Wayne Tighe, Area Manager.



L to R: Wayne Tighe congratulating Daniel Edwards

Danny's 12-year milestone



Danny Gosling

We are delighted to share an anniversary with you all as Danny Gosling, Branch Manager, TBC Coventry, reaches a 12-year milestone with The Best Connection. Many congratulations Danny!

Since joining the fold in 2011 as a Resourcer, Danny has taken on many roles in his career development path with the business including HGV Consultant, Industrial Consultant, Senior Industrial Consultant at Nuneaton and Coventry, Divisional Manager and now Branch Manager which he started at the beginning of 2023. Phew!

With such experience, talent and knowledge, the question we are all thinking is – what's next in the years to come, Danny?

Danny commented: "Thank you all for your kind words and warm wishes on my special 12-year milestone. It's been an incredible journey of growth and learning here at The Best Connection and I couldn't have done it without the support of the amazing teams I have had the pleasure of working with. As for what's next, well, I'm excited to keep pushing boundaries and achieving new milestones together with all of my team. Cheers to the future!"

Laurence Mitchell is Chelmsford's new BM!

We are delighted to announce that Laurence Mitchell has been promoted to Branch Manager and will be responsible for the Chelmsford branch. Many congratulations Laurence!

Laurence joined The Best Connection in November 2017, having only a month's experience in IT recruitment, which sadly he didn't enjoy. Despite this, he still believed that pursuing a career in recruitment was the right move for him but just needed to find a sector that suited him and the rest as they say, is history!

Initially, Laurence worked on the HGV plan and it didn't take him long to prove himself by focusing on winning good business and growing the existing client base. This led to him being promoted to Senior Consultant in May 2019. During the next couple of years Laurence expanded his knowledge and experience by working on the industrial plan, which led to a further promotion to Divisional Manager in January 2022.

"In recent months, Laurence has been instrumental in establishing an aviation plan supplying temporary workers to various clients at Stanstead Airport, which has taken off! Now,

with a highly motivated and established team, the branch is going from strength-to-strength. In recognition of his hard work and loyalty, Laurence has received a well-deserved promotion to Branch Manager. I know he will do a great job," commented Steve Leather, Area Manager.



L to R: Laurence Mitchell being congratulated by Steve Leather

A day in the life of ...

Grace Payton,

Recruitment Consultant, Worcester



How did you get into recruitment?

I joined TBC in September 2022. I had just finished studying law and criminology and was weighing up my options regarding what I wanted to do following completion of my studies. My sister, Poppy, was working in TBC Talent Acquisition at the time and let me know about a vacancy at Worcester. After, discussions back and forth about the role, I decided to just apply and see what happened! And here we are!

What is it about recruitment that gets you out of bed in the mornings?

I love the rewarding nature of the job, it's great witnessing growth in the branch and seeing that hard work does really pay off. I also love the unpredictability of the role, you never know what the day may hold and no two days are ever the same, I love this varied aspect of the job, it keeps me on my toes and keeps me engaged.

Do you have pre-work duties?

My pre-work duties include taking my very spoilt Cocker Spaniel, Enzo, to 'doggy day-care'.

How many meetings do you attend in a typical week?

It depends upon the week and the demands of my clients. It is important to ensure clients are visited regularly and you know when certain clients might require that extra bit of attention. There are certain clients that I visit more regularly than others due to their bigger/busier nature, but I try to ensure regular visits are made to all clients.

What's the first thing on your mind when you get into your car?

Got to get the right playlist on for the commute to work! Usually a podcast (Stephen Bartlett's Diary of a CEO is my favourite) on the way to work and music on the way home!

What is your favourite lunch venue/meal?

We are so lucky in Worcester, there are so many places to go for lunch. Although, I always seem to end up in Greggs! My bank account hates me by the end of the month!

What part does travel play in your role? How much do you enjoy your car and driving?

I commute about 30-40 minutes to work each day, which I don't mind at all. I love being able to go out and visit clients and the freedom of being able to get in the car, see new people and find new business is great. I genuinely can't imagine life in recruitment without a car. However, the passenger princess in me would always choose to be the passenger if I'm going out on a visit with someone else in the office. Oops!

What would you do without your mobile phone?

Don't ask! I'd be genuinely lost!

What makes you laugh a lot at work?

My crazy colleague, Kat and her unbelievable stories, Worcester wouldn't be the same without her! Never a dull day when Kat's around.

Has your day job evolved naturally since you joined TBC?

Things have become busier at Worcester since joining The Best Connection. We have had lots of growth as a branch which has been super rewarding to be a part of. At the start of my career as a Recruitment Consultant, selling was not the main focus for me as I was brand new to the whole recruitment process, I had so much to learn. Sales elements were slowly introduced and now I am working in a 360-recruitment role, which I really enjoy!

What is the most challenging part of your day-to-day job?

Being let down. There is honestly no worse feeling than having to tell a client someone won't be attending work or arriving at work to find out there has been a 'no-show'. It is difficult, but you have to learn that you will never be able to control how someone acts, you can only control how you react!

Do you have any obsessions? Chocolate, fizzy drinks, tidiness?!

I'm the feeder of the office. I can't help but buy all the sweets and treats. If there isn't a packet of crisps or biscuits open on my desk, then there is something seriously wrong!

What's the most common request from your colleagues?

"Put the kettle on!", "Can you get my stuff off the printer?" Or a Pete Christie favourite "When are you making the next cheesecake?"

How do you balance work and leisure?

It is important to disconnect from work at the weekends and focus more on yourself, doing things you enjoy. Obviously, there are periods during the day-to-day life of a Recruitment Consultant that require you to engage in work outside of work hours, but it is ensuring when less demanding times come around that you do allow yourself to switch your focus to doing something you enjoy.

What do you enjoy most about your job?

I love building individual relationships with clients and candidates. Building rapport and being able to understand needs and desires is so vital in the recruitment process. And establishing trust with your clients feels great, and definitely makes the process more enjoyable!

How do you deal with tasks you would prefer not to do?

I am lucky to work with an amazing plan partner who helps me stay motivated when daunting tasks arise. Not being scared to ask for guidance or support is key, especially when starting in a career you have no previous knowledge of!

Cristina Gains UK Citizenship

It's hip, hip, hooray for Cristina Varga who has been awarded British citizenship. Many congratulations on this personal success! Cristina has been with TBC since October 2016, having joined as a Payroll Administrator before becoming a Recruitment Consultant working on both industrial and HGV desks at the Watford branch.

Cristina's Journey

Cristina shared her journey with us and this is her story.

"Getting my British citizenship was full of ups and downs! The first step was to pass the Life in UK test which was very detailed starting from the early years of the UK. The test is a requirement under the Nationality, Immigration and Asylum Act 2002. It consists of 24 questions covering topics such as British values, history, traditions and everyday life.

"There was a variety of topics from history ranging from leaders of the country, dates of wars and significant events, to sport, including most successful British winners from a long time ago to recent times. I initially began studying for the test around lockdown but had to put it on hold due to personal reasons. I got back into it in Autumn last year. The total cost of the process was not very clear at the beginning as there were additional fees including test, appointments and ceremony that I had to pay for.

"Apart from the test and the fees, I needed two references from people who met certain criteria. Luckily, I had support from two people who have known me for a long time and appreciated how much this meant to me. After sitting and passing my Life in the UK test in November, I had to travel to London to have my fingerprints and photo taken. Following this, my application was sent to the Home Office together

with details of all my records covering the past six years. After waiting for a couple of months I was informed that my application had been accepted and I was invited to book myself in to attend a ceremony to collect my certificate from the Mayor of Harrow, Councillor Ramji Chauhan."

"I would like to add that following her journey to achieve British Citizenship, Cristina sent Anna Marklew and myself heartwarming messages of thanks as she appreciated the support given to her. This shows how lucky we are to have such a caring and grateful member of the TBC family. Congratulations Cristina from all at TBC," said Richard Fenton, Senior Manager, TBC Watford.



Cristina Varga receiving her British citizenship from Cllr Ramji Chauhan, Mayor of Harrow



Oliver makes Divisional Manager

When you put your mind to something you can make it happen! In this instance, we congratulate Oliver Cheeseman who has worked his way to Divisional Manager in TBC Staines.

"Oliver, who completed a Recruitment Consultant Apprenticeship in October 2019, achieved promotion after consistently performing to a high standard, training and developing staff in branch, winning the South-East sales competition and he was selected as part of a working group which recently reviewed and supported with the development of the New Core Skills training courses. A massive well done and very deserved promotion," said Tom Smith, Senior Manager.

Good Luck in your new role Oliver, from all your TBC colleagues!

L to R: Tom Smith congratulating Oliver Cheeseman

CTS explores new market opportunities

City Transport Solutions (CTS) has been providing short-term rental and spot hire to the commercial vehicle sector for over two decades. During this time, much of its commercial success has been attributed to its focus on relationships with larger enterprise businesses. Whilst this approach continues to be successful, CTS has also identified an opportunity to support smaller, 'tier two' businesses across the UK with their commercial vehicle hire requirements.

Catering for 'Tier Two' Businesses

While larger corporations often have the resources and infrastructure to manage their own fleets, smaller operators can face distinct challenges in acquiring and maintaining specialised vehicles.

Recognising this, CTS has set its sights on targeting these businesses, understanding the potential for mutual growth and success.

Wide Range of Fleet Vehicles

The team at CTS are proud to provide clients with access to a fleet of diverse, specialised vehicles. This commitment ensures that tier two businesses can find the perfect replacement vehicles for short-term use. Whether it's a Heavy Goods Vehicle (HGV) for heavy-duty transportation or a Light Commercial Vehicle (LGV) up to 3.5 tonnes for smaller loads, CTS has the relationships in place to meet all requirements. By offering a comprehensive range of fully compliant vehicles, CTS enables these businesses to access specialised vehicles without the costs associated with ownership and maintenance.

Flexible and Short-Term Solutions

Flexibility is key in today's fast-paced business environment and CTS understands the importance of providing short-term, spot hire options to tier two businesses. By offering vehicles

on a temporary basis, CTS ensures that these enterprises can adapt to fluctuating demands and seasonal peaks without committing to long-term contracts. This approach empowers tier two businesses to make cost-effective decisions and maintain optimal operational efficiency.

Compliance and Reliability

As regulatory requirements evolve, compliance is crucial in the transportation industry. CTS assures its clients that all replacement vehicles are fully compliant with the necessary regulations, ensuring legal adherence and peace of mind. By relying on CTS for their specialist vehicle needs, tier two businesses can focus on their core operations while entrusting their transportation requirements to a reliable and trusted partner.

National Coverage

CTS's commitment to serving tier two businesses extends throughout the UK. With a wide network and availability of fleet vehicles across various locations, CTS ensures that enterprises can access their services regardless of their geographic location. This national coverage enables businesses in diverse sectors to benefit from CTS's specialised replacement vehicles wherever they may be based.

City Transport Solutions is poised to drive new business and secure client wins by refocusing on this new sector throughout the rest of 2023. By providing these enterprises with access to a wide range of specialist replacement vehicles available for short-term, spot hire across the UK, CTS aims to become the go-to transportation solutions provider. With compliance, flexibility and reliability at the core of its services, CTS offers tier two businesses the opportunity to enhance their operational efficiency and overcome transportation challenges effectively.

Celebrating long-service achievements

When you enjoy what you do, time seems to pass quickly. Hours turn into days, days turn into years and before you know it, 10 years may have passed by! At Backline, the team are clocking up the years and we have pleasure in celebrating some long service announcements.

With a cool decade under their belts, we congratulate Matt Kirby, Regional Support and Tim Rogers, Regional Manager. Nibbling at their long-service heels are Dean Marshall, Bridgwater Branch Manager, with eight years' service, Nathan Dawson, Plymouth Branch Manager with five years and Dean Matthews, Andover Outbase and Recruitment Manager, who has completed four years with the business. **Here's to many more happy years with team Blackline!**



Matt Kirby



Tim Rogers



Dean Marshall



Nathan Dawson



Dean Matthews

Backline Training tackles CPC demand

The September 2023 deadline for the third tranche of Certificate of Professional Competence (CPC) training for bus and coach drivers has now passed, however, HGV drivers still have a little longer to book their training which needs to be completed by September 9th, 2024. To support the anticipated demand, Backline Training Division has been gearing up.

The team now has six instructors who have successfully obtained clearance to deliver CPC training, each of whom bring a unique set of skills and experience to the table. The newest addition to the team is Tony Sheppard who joined the business in February. Tony brings his extensive experience as an LGV driver and training instructor, which includes CPC training. Tony has integrated

seamlessly into the team and clients are already providing glowing feedback about his professionalism and dedication.

"I can see 2024 being a very busy year as we already have 19 weekends booked. Clearly there are still lots of drivers out there needing 5-day CPC training who are potentially facing a challenge securing a CPC course booking, especially during the weekend," explained Richard Stentiford, Training Manager.

Waiting until 2024 to secure a spot on a course might prove problematic for some drivers so to help accommodate drivers' commitments Backline schedules training slots at least three months in advance, giving customers a range of training days

to choose from. Additionally, Backline offers the convenience of on-site training should clients prefer this option.

We wish the Backline Training team all the best with delivering CPC training over the coming year.



Tony Sheppard

Backline Digs Deep for Peak Season

The summer season attracts thousands of holidaymakers to the picturesque South West, increasing demand for goods and services. The knock-on effect results in a very busy period for the Backline team who have to balance the needs of both new and existing customers.

"Summer has always presented a challenge for the team at Exeter. Over the 20 years I have been with the business, every peak season seems to be busier than the last! Despite the added pressures we face, the team draws on its experience and never fails to deliver an excellent service," explains Kelly Hughes, Manager, Backline Outbase.

Despite the surge in workload during the summer, the Backline team in Exeter remains committed to delivering an outstanding service to its clients. Their commitment to maintaining high service levels has ensured customer expectations are met and

exceeded. As a result, the team have built an enviable level of customer loyalty. The summer peak season also brings an influx of new clients seeking to utilise the Outbase facility whose requirements also need to be met with the same high standards.

"I genuinely enjoy the pressure that accompanies summer. The team always rallies together to make it all happen and thanks to our reputation in the sector, if we need extra support, we never have a problem with recruiting staff," added Marc Newton, Backline Operations Manager.

The summer presents a formidable challenge for the Backline team at the Exeter Outbase. Nevertheless, applying their collective experience and working as a team ensures customer experience is always maintained at the highest level.

Whoop, whoop team Backline!

Cormar Carpets – another satisfied customer



CORMAR
CARPET CO

As part of Backline's service quality and delivery assessment, customers often arrange to visit the Outbase periodically to meet the team and to provide feedback on how things are going. One recent visit was made by Cormar Carpets.

Privately owned, Cormar Carpets is a Manchester-based manufacturer of tufted carpets. The company operates two mills in Lancashire and a distribution centre in Hemel Hempstead from where it delivers to retailers, wholesalers and contractors across Great Britain and Ireland. The business employs around 280 people and runs a fleet of 70 vehicles, some of which make use of Backline's Outbase services.

We are delighted to report that the visit went very smoothly and the feedback received from the drivers was positive. The Cormar team expressed their satisfaction with the Outbase facilities and how much they enjoyed working with the Backline team.

Well done to the whole Outbase team for this positive feedback, keep up the great work!

Paul Celebrates 10 TBC years!

The exclusive 10-year club is thankfully becoming less exclusive as we see more and more people reaching double digit service milestones with the business. On this wonderful occasion we say congratulations to Paul Stevens, TBC Dartford, for investing his career with TBC for the past 10 years.

Paul's background was in retail, having worked for Holland and Barrett for five years before choosing a new career in recruitment. He joined TBC as a Trainee Consultant and worked his way to Senior Consultant following an excellent piece of work he completed with a new client, World Stores. This involved Paul recruiting 35 category B and C1 drivers.

"I appointed Paul in May 2013 to start in the new Dartford branch when it opened in June 2013. From the start, Paul was a well-liked member of the team and over the past 10 years has become an integral member of the branch," said Andy Clark, Area Manager.



L to R: Paul Stevens being congratulated by Andy Clark

Volunteering for a good cause can be great fun!

Have you ever considered spending some time supporting your favourite cause or charity? You'll be pleased to hear that under our Corporate Social Responsibility (CSR) Policy, you can do just that. The business will support you for a defined period, should you wish to help with community care, become involved in environmental work or conservation projects, support fundraising activities for community projects and charities, or you could even volunteer to spend some time with TBC's chosen charity of the year. If you are interested in volunteer days, check out the details in our CSR policy document in the BMS.



One person who has taken full advantage of the initiative is Ieva Breitereyte, Divisional Manager, TBC Derby. Ieva has a keen interest in fly fishing and wanted to support the Wild Trout Trust as a volunteer for a couple of days.

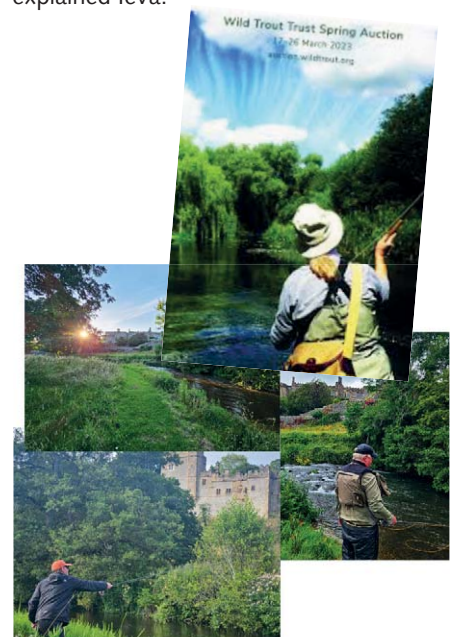
"The TBC Corporate Social Responsibility volunteer scheme is a fantastic initiative, which can benefit your chosen charity and offer a life enriching experience for you. As a keen fly fisher, I was in no doubt as to which charity I wanted to support for my two days and that was the Wild Trout Trust (WTT).

"The WTT is a conservation charity that focuses on practical work to improve the

habitat for trout across the UK and Ireland. WTT work in partnership with rivers trusts, wildlife trusts, fishing clubs and government agencies to provide crucial support for maintaining lakes and rivers for the benefit of all wildlife.

"I chose to donate two days of guided fly fishing on the River Wye at Haddon Hall to help raise some money. The days were committed to the annual WTT auction, where the public bid on hundreds of different donated lots, with the funds going directly to the WTT. I'm incredibly proud that my involvement raised over £1,600, with this year's auction raising over £90k in total to support the great work at the WTT.

"Volunteer work, whether you're donating money or time, is so important. Giving back to something you care passionately about helps that cause and benefits you personally. I think it's fantastic that through the CSR scheme, TBC encourages us to use these days to volunteer. If you haven't explored the initiative or taken up the opportunity to use volunteer days, it is something I would personally recommend," explained Ieva.



Spotlight on TBC Derby promotions

Congratulations to three rising stars from TBC Derby who have excelled and are celebrating promotions. Here's a little more insight.

Sim Kauser

Sim has been part of the Derby payroll team for just over a year. Her hard work and going above and beyond her payrolling duties has earned her a well-deserved promotion to Admin 1. Many congratulations Sim!

We are told, in confidence, Sim is the sunshine of the Derby office who loves organising work events and nights out for everyone, including some of the best award ceremonies they have attended! Sim is a social light who enjoys her nights out and holidays abroad. The Derby team are very proud of you Sim and tell us that the branch would not be the same without you and your hard work!



Sim Kauser



Joe Amsbury

Joe Amsbury

Joe Amsbury, more affectionately known as 'Big Joe' to his colleagues, joined TBC in April 2019 as HGV Consultant and completed his Recruitment Consultant Apprenticeship in October 2020. He then moved to support the Industrial desk during a busy period in 2020. What was meant to be a helping hand during peak season turned into a permanent move because he did such a great job. Joe soon showed the team that he is capable of bringing in new business on a regular basis and in April this year, Joe was promoted to Senior Industrial Consultant and is now an integral part of team TBC Derby. When Joe isn't in the office working hard, he spends his spare time in the gym, weight training and tending to his impressive cactus collection!

Chris Durham

Chris joined TBC Stockport in 2017, but after two years he left and ventured out to other companies. He subsequently came back to TBC and joined the Derby branch on the industrial desk in January 2021. Since then, Chris has built an amazing rapport with clients and temporary workers, managing a plan with around 100 temporary workers out regularly and peaking at 160 at times! As a result of his hard work, Chris was promoted to a Senior Consultant in January this year. Chris is an avid cricketer and even played professionally for the Derbyshire County CC. Chris recently had a beautiful baby boy and is a busy man juggling between being a new dad, lack of sleep, work and cricket!



Chris Durham

Better Connected - the Wellbeing Challenge

As you will know, this year's company-wide challenge - Better Connected - kicked off on September 4th promoting all things wellbeing and connectivity.

The challenge required participants to undertake a sponsored activity to raise money for charity. This year's company nominated charity is the Samaritans which provides critical support to those individuals struggling to cope and need someone to listen without judgement or pressure.

We look forward to sharing details of the tasks undertaken and your pictures in the next issue as well as the total amount raised for this important charity.



Chrissy Mell

promoted to Senior Consultant

It is with great pleasure we announce Chrissy Mell's promotion to Senior Consultant! Chrissy has worked for BES for several years in various roles and took on the challenge of running the Commercial Division in August 2022. In that time the plan has gone from strength to strength due to Chrissy's hard work, tenacity and determination. **Well done, Chrissy, very well deserved!**

Chrissy Mell



BES Welcomes

Dawne Whitehead

Since Dawne joined GOCOM1 on the Lloyds Banking Group contract six months ago, she's been a real asset to the team! Straight on the phones from day one, Dawne was super keen and raring to go. Her ability to match candidates to the client is fantastic and the team are already seeing the results of her hard work on the plan. **Welcome to the team Dawne, it's great to have you!**

Dawne Whitehead

Ellysha Fitz-George

gains Consultant role

Ellysha Fitz-George joined the Goole Industrial team as a Resourcer in October 2022 and took to the role like a duck to water. Under the mentorship of Leanne Kruze, Ellysha has gone from strength to strength in the role and was promoted to Consultant this July. **Congratulations Ellysha!**

Ellysha Fitz-George



Dubai beckons for Izzy!

It's time to say a fond farewell to Izzy Bullas who is leaving the UK to start a wonderful new life in Dubai. Izzy joined BES Goole at the tender age of 19 and quickly worked her way up through the ranks to run the Lloyds Banking Group contract which she has taken from strength to strength.

Izzy's passion, tenacity and determination shone through from day one and it's these qualities that will stand her in good stead for her new career in Dubai.

Izzy has made an incredible impact on her team that will be felt long after she's left. Thank you for all of your hard work. Goodbye and good luck, Izzy! You'll be missed more than you could ever know.

A few words from Izzy:

"I want to thank Bailey Employment Services, The Best Connection and SWS

Group for supporting me throughout my career and everything they have done for me over my six and a half years here. A huge thanks to Sheila Eland and Lee Harris for giving me amazing opportunities to work my way up the career ladder and always believing in me. The biggest thanks go to my manager, Lisa Lamont, the best manager and pillar of support I could have ever wished for. For teaching me everything I know, both professionally and personally - I don't believe I'd be where I am today if it wasn't for Lisa and I am so grateful for everything.

I will look back at my time at Bailey Employment Services with the fondest memories. I've been lucky enough to work in an office full of the best people and I've genuinely made friends for life here. I'm leaving my client in very capable hands and I do wish the company, my team, the office and the

wider group, every success for their exciting future. Who knows, maybe our paths will cross again one day!"



Izzy Bullas in Dubai

Wizz Air partnership takes off!



The Best Connection has been awarded a contract to supply Cabin Crew across London Luton Airport and London Gatwick Airport by Hungarian low-cost airline operator, Wizz Air.

Wizz Air is one of Europe's fastest growing and most sustainable ultra-low-cost airlines. The business currently operates a fleet of 154 Airbus A320 and A321 aircraft and has plans to expand this to 500 across Europe by the end of the decade. In 2022, the airline carried over 27.1 million passengers and has been named one of the world's top ten safest airlines by airlineratings.com.



Successful Cabin Crew Candidates

This was a particularly challenging engagement as Aviation Connection had not previously recruited Cabin Crew. The team, however, were up for the challenge and responded quickly to

ensure that the local branches had all the tools and support in place to successfully fill the roles. Across TBC Luton and TBC Crawley and with additional remote assistance from TBC Derby, the team have done an amazing job filling 128 positions, with a further 50-60 positions scheduled for October and November.

In addition to supporting the recruitment drive, the Aviation Connection team have also been busy helping Wizz Air UK manage and structure its recruitment events. This has entailed some long days, both midweek and at weekends for the team, but it has been worth it, as the project has been a huge success and extremely rewarding.

The sky really is the limit for TBC's partnership with Wizz Air UK! Well done to all involved.



Facebook graphics for recruitment advertising campaign

Chelsea Debut for Lincolnshire Pond Plants

One of the benefits of working for TBC is the amazing range of business sectors we have exposure to in our day-to-day work and the interesting activities they often undertake. From small enterprises to large global companies, they all have one thing in common, they need people, and often on a temporary basis, to make the magic happen. In this story, one of our clients, Lincolnshire Pond Plants, which is based in the market town of Market Rasen, made its debut at the famous Chelsea Flower Show in 2023 and won a gold medal for its efforts. Not bad for a first time out!

The company is literally a home-grown success which began in the kitchen of Kayleigh and David Reynolds in 2015. Kitchen cuttings progressed to the back garden. Eight years on and Lincolnshire Pond Plants now commands a 15-acre site where the business, supported by its

32 staff, sells a vast array of aquatic plants for ponds and despatches around 2,000 orders a day.

"It's been a pleasure for the team at TBC Grimsby to support the growth of this business and to witness the success it has enjoyed since its inception. Many congratulations to the team there for achieving such a prestigious accolade at the RHS Chelsea Flower Show," said Sheila Elland, Area Manager, TBC.



Trevor Higgs heads-up Central Sales!

It's always a great pleasure to share individuals' career journeys and in this instance, we give a huge congratulations to Trevor Higgs who has been promoted to Head of Central Sales from Senior National Sales Manager. Trevor joined Central Sales in 2018 and has been instrumental in new business growth across the network. As he approaches his 5th anniversary in the sales team, we wish Trevor all the best in this new and challenging role.

"On behalf of the entire business I would like to congratulate Trevor Higgs on his promotion to Head of Central Sales. Both my RORM and myself have been heavily involved with Trevor over the past few years and his collaboration, communication, knowledge, and tenacity have helped convert some notable wins for us all. He's such a key support in helping progress volume customers for my team and his track record has been so impressive. Trevor thoroughly deserves his promotion. Well done, Trevor," said Lee Harris, Director, TBC.



Trevor Higgs, Head of Central Sales

Samuel Awarded Senior Consultant role



We are delighted to announce Samuel Yaxley's Promotion to Senior Industrial Consultant. Many congratulations and the very best of luck Samuel!

Samuel, who completed a Recruitment Consultant Apprenticeship in October 2022, worked at TBC Dudley for just over two years before transferring to TBC Telford on 1st June 2023, picking up his well-earned promotion in the process.

"Over the past two years, Samuel has successfully supported a couple of very large clients. He has shown a positive attitude towards sales targets, exceeded new sales margins and increased A2Z business whilst maintaining excellent service levels on a sizeable plan. We look forward to supporting Samuel with the development of TBC Telford business," commented Wayne Tighe, Area Manager.

L to R: Samuel Yaxley being congratulated by Wayne Tighe

Top honours for apprentice, Steven Pleavin

TBC Crewe has a star in its midst in the shape of HGV Consultant, Steven Pleavin, who has received a distinction in his Recruitment Consultant apprenticeship. Very well done and huge congratulations, Steven.

"Steve has worked hard towards achieving a distinction for the apprenticeship and we are very proud of the efforts he has made.

Throughout his training, he has been able to apply the knowledge that he gained from the course in his daily work activities. Steve has expressed his thanks to Laura and the training team for all of their help and support," explained Joshua Graham, Branch Manager, TBC Crewe.

Steven Pleavin



TBC Grimsby welcomes Nicola Cowl

It is with immense pleasure that we welcome to TBC Grimsby, Nicola Cowl, who joins the team as a Recruitment Consultant working on the HGV desk. It's a pleasure to have you join TBC Nicola and we wish you all the best in your new role and career.

"My career started in hospitality working for Starbucks Coffee for over eight years. I was promoted to Assistant Manager but after a few years I decided to accept a Store Manager role at Caffe Nero which I enjoyed. I then took a management role

at Millies Cookies where I stayed for over seven years until I was unfortunately made redundant. Last year, I really wanted a change of career and was so happy when I was offered the job with TBC. I never thought I would work in an office, but I am loving it!

"In my spare time I like to go to rock concerts, watch horror movies, read books and when I can, I like to travel. One of my favourite places to visit is Kefalonia in Greece. "

Nicola Cowl



Helen's triumphant Return



Helen Morris

It's not uncommon for staff to test how green the grass may be on the other side of the fence. It's only human nature after all. It's also not uncommon for people to return to the fold with a refreshed outlook having experienced what life is like working for other organisations. One such person is Helen Morris, TBC Grimsby, who shares her story.

"I started my career in recruitment in 2013 working as a Contract Coordinator for Staffline. I was in this role for two years before moving to an industrial recruitment business, Meridian Business Support. After a year with the company, I was promoted to Senior Consultant but decided that my future lay elsewhere. After a brief meeting with Sheila Eland

and Simon Hewson in 2009, I was offered a position with The Best Connection which I accepted.

"I was lured by a Business Manager role and subsequently left the business for around five months. It wasn't a great experience for me as the role did not live up to my expectations, so I decided to leave. Thankfully, I was fortunate enough to be welcomed back to The Best Connection and since my return I have progressed from an Industrial Consultant to a Senior HGV Consultant. I am enjoying being back with the company and the team in Grimsby," explained Helen.

It's great to have you back on the team Helen!

Zoe's off to a cracking start!

Well, there's no doubt about it, since joining TBC, HGV Recruitment Consultant, Zoe Vanderputt from TBC Swindon, has started to make a name for herself.

In little over nine months, by all reports, Zoe is smashing it! She has brought in new business and has been instrumental in growing the driving division at the branch. Zoe is skilled in building strong client relationships - so much so, one of the clients tried to poach her - cheeky!

"Zoe is a supportive and happy colleague and the cherry on the cake is achieving a certificate in The Principles of Recruitment that covers modules such as legal and ethical recruitment, relationship management and an understanding of the recruitment market. We are all so proud of you!" said Kerry Porter, Branch Manager.

Zoe with her certificate, flowers and smile!



New England Seafood Open Day a Huge Success



New England Seafood (NESI) is the UK's premier supplier of fresh and frozen premium sustainable fish and seafood. The company has been a TBC client since 2015 and is managed by the team in Grimsby. As part of the relationship, TBC and NESI arrange recruitment open days to attract and encourage workers to join the operation. Whilst the team have developed a solid relationship with NESI it is always great to receive feedback that confirms this. After a recent joint recruitment drive at NESI, the client shared a wonderful thank-you message, expressing how well the day had gone.

"We were delighted to receive such positive feedback from the team at NESI. We have built a great relationship over the past eight years and these events only strengthen this. The open day was a brilliant success," said Debbie Shore, Area Contracts Manager, TBC.



L to R: Aleks Kreicbergs, TBC Contract Manager, Daniel Todd, NESI Operations Manager, Debbie Shore, TBC Area Contracts Manager & Des McMenamin, NESI HR Business Partner

Subject: Thank you, thank you, thank you :)

Hello everyone,

Today, we launched our open day with ice cream 🍦 Yayyy!

We had great expectations and I am delighted to say it was hugely successful. We had tours, interviews, registrations, lots of banter and homemade ice cream. It was especially nice to see NESI people mingle with our guest . . . so many smiles and much laughter.

There were some real star performances on the day and Hannah, Jane and myself would like to thank everyone who helped make today possible. You were awesome.

From the GY HR team, thank, thank, thank you.



Fantasy Football



Welcome back to the SWS Fantasy Football league which has kicked off for another exciting season. We are delighted to share that Kevin Neale, Divisional Manager, TBC Enfield, has taken on the mantle from Martin Thorogood to run the programme. Thank you, Kevin!

So, how good does it feel to be back? The thrill of strategising, making big decisions, taking risks on unknown players and seeing your team succeed, is immensely satisfying.

All the teams will compete for the ultimate prize, the 2023/24 SWS Group Premier League Champion. Here's how it's going so far.

Ethan Hooper has shot to the top with a commanding lead of 94 points closely followed by Angelo Vella on 87 points. The rest of the top ten are separated by only 3 points.

The top two managers were the only two in the top 10 to use their Triple Captain chip. Was this a little too early? Only time will tell.

The Top 10 after game week 1 is as follows:

SWS Group Premier League

View cup info →

Select phase: Overall

Last updated: Mon 14 Aug 23:03 (local time)

Rank	Team & Manager	SW	TOT
1	Major League Saka Ethan Hooper	94	94
2	Vellas mighty villas Angelo Vella	87	87
3	Batman McGinns James McCallum	82	82
3	Lads on Taure Harvey Daly	82	82
3	Major League Saka Jamie Biggs	82	82
6	Maggie McMagpieface Alex Kennedy	81	81
6	Allison wonderland Jack winiarski	81	81
6	Hotel? Thiago Ben Sowerby	81	81
6	No Kane No Gain Elliot Grant	81	81
10	Crowfish Athletic Paul Crocock	79	79
10	Cobra Kal Havertz Carl Davis	79	79



Ashley takes the reins at TBC Luton

Please send a virtual high-five to Ashley Bernard who has been promoted to Branch Manager of the Luton branch. Many congratulations Ashley!

Ashley joined TBC Luton on 15th June 2015 as a Trainee Consultant. Over the past eight years he has worked his way to Senior Consultant, Divisional Manager and as of July 2023, Branch Manager. The Luton team run two industrial plans, one driving plan and will be starting an aviation plan in early 2024, as a result of the success they have had with the placement of permanent cabin crew to Wizz Air, in conjunction with TBC Aviation.

"Ashley has shown drive and determination to build the Luton plans throughout his tenure at TBC and has now developed his career path into management. He has embraced change and delivered on developing his team through his own career path

with TBC. Well Done, Ashley, we are very proud of you," said Richard Fenton, Senior Manager.



L to R: Leah Crampton, Lucy Candy, Saher Shahid, Ryan McLaughlin, Ashley Bernard, Richard Fenton, DaReece Parris-Bell & Derek Jones (Olivia Gascoine not available for photo).

Vicki Awarded Branch Manager Role

Vicki Ellis, who has worked for TBC for 13 years, has been promoted to Branch Manager at the Watford office. Huge congratulations Vicki!

"Vicki has worked with me since 2014 when I started, but joined The Best Connection on 29th March 2010 and has been dedicated to the business for the past 13 years. She has shown great commitment and dedication throughout this time, starting as a Payroll Administrator before changing her career direction to become an

Industrial Consultant. Vicki then took the opportunity to transfer to Watford when we worked out of the CPA building, working very hard to build the Watford branch. She was then promoted to Divisional Manager and has built a great team around her and developed the branch into a profitable operation. Vicki has achieved her SMART objectives and deservedly been promoted to Branch Manager," said Richard Fenton, Senior Manager.

Good Luck in your new role, Vicki!



L to R: Richard Fenton congratulating Vicki Ellis

Baby Boom arrives in Grimsby!



Congratulations are in order for Jayme Sephton, Branch Manager, TBC Grimsby, on the arrival of her son, Archie, born on 24th April, just three days after her last day at work! As you can see from the photograph Jayme and her partner Steve, holding Archie, are delighted new parents and we wish them our best wishes for the future.

Jayme Sephton, partner Steve and baby Archie

Aleks announces Travis' arrival

Something must be in the air in Grimsby as we also congratulate Aleks Kreicbergs, Contract Manager, on the arrival of his son, Travis, born on 15th July who we understand was running slightly late! Babies do have a habit of arriving in their own time! As you can see from the photograph, Travis is pictured shortly after his arrival in hospital. Huge congratulations to proud father, Aleks, and his mum, Santa.



Baby Travis

Anita, James and Phil make it 30!

We are delighted to share that Anita Southwell, TBC Peterborough and James Claydon and Phil Hopkins, TBC Ipswich, have all reached that tremendous 10-year milestone with the business. Many congratulations and we hope you all enjoy spending your gift vouchers!

Our first celebrant is Anita Southwell.

"Over the years, Anita has become an integral part of the team, initially starting in Administration and then becoming HGV Resourcer for the Peterborough branch. She is now part of the team that payrolls Peterborough, Cambridge and Norwich and will support any plan in any

of the branches when needed. We are delighted Anita has received a gift for her long service as it is truly deserved," said Liam Berrisford, Branch Manager.

Next up is James Claydon, TBC Ipswich. James also received his £500 Love to Shop voucher for his 10 years' service. Many congratulations to you too, James.

"James takes care of the payroll, along with the branch administration, and also supports the rest of the team when needed. He is a valuable member of the team and due to his knowledge and experience of our systems regularly helps other branches," said Steve

Leather, Area Manager.

The third person with good reason to celebrate is Phil Hopkins who has smashed the 10-year mark with TBC. Many congratulations to you too, Phil!

Phil started with The Best Connection as a Trainee Consultant, having no previous recruitment experience. He quickly adapted to the sales aspect of the role, regularly bringing on new business, as well as servicing his clients to a high standard. Several promotions later, Phil is now a Branch Manager and has also received his well-deserved 10 years' service award.



Anita receiving her gift voucher from Liam Berrisford



L to R: James Claydon being congratulated by Steve Leather



L to R: Phil Hopkins with Steve Leather

James makes Double Decade!



Many congratulations to James Constable who has reached a 20-year milestone with CPA Recruitment, now The People Co.

James is the Director of Talent and a specialist in middle management to director appointments in the food, drink, ingredients, health & wellbeing and nutraceuticals sectors.

"James has been an important and integral member to the business working his way up from a Graduate Consultant to heading up the UK team. There isn't anything he doesn't know when it comes to technical and regulatory food jobs and more recently, he has developed his knowledge of sustainability with a course at Cambridge University," said James Wilkins, Managing Director.

An amazing achievement and we wish James continued success for the next 20 years!

James Constable



Aura Dootson-Graube

BLSS Recruitment

We are delighted to announce two promotions at Backline. Congratulations to both Chloe Howick, Exeter Office and Aura Dootson-Graube, Plymouth, who both joined us as Trainee Consultants and have since been promoted to Recruitment Consultants.

Very well done to you both, what a fantastic achievement and step up in your careers!

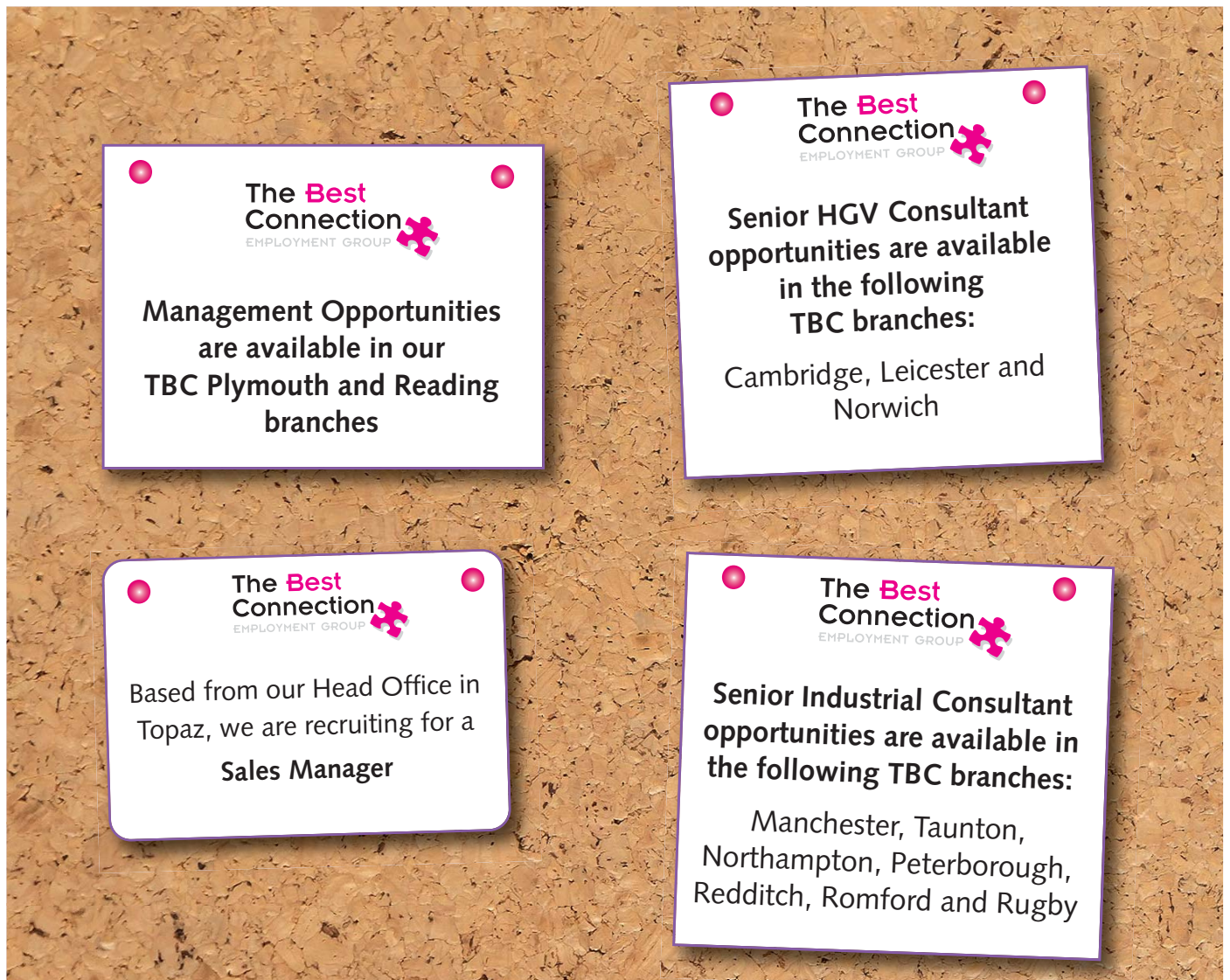


Chloe Howick

SWS VACANCIES

SWS Featured Vacancies

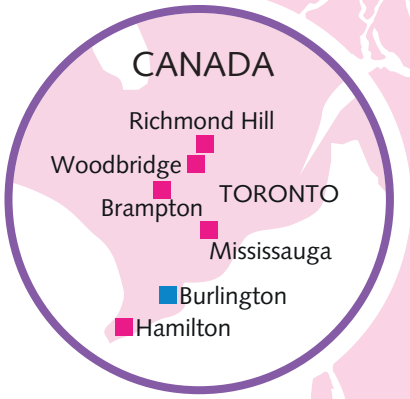
In addition to the featured roles below, more jobs with full descriptions can be found at: www.thebestconnection.co.uk/joinus/ or for regular updates please follow The Best Connection careers pages on LinkedIn or Facebook!



Want more details?

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

SWS GROUP



The Best Connection
EMPLOYMENT GROUP

www.thebestconnection.co.uk

BES Bailey
Employment Services

www.bailemploy.co.uk

BES Bailey
Care Services

www.baileycare.co.uk

THE PEOPLE CO.

www.thepeopleco.com

FLEETMASTER GROUP

www.fleetmastergroup.com

COMMERCIAL VEHICLE HIRE | TEMPORARY WORKFORCE | SOURCING PLATFORM | **cts**

the route to reliability

www.citytransportsolutions.com

BACKLINE
LOGISTICS | RECRUITMENT | TRAINING

www.backlinelogistics.co.uk



● Proposed



Paper from sustainable forestry