

Christmas comes to Topaz!



Andrew Sweeney

October was a momentous month for all of us and a landmark in our history. This was the official opening of Topaz, our new office location and headquarters of the SWS Group. For the past three months it has become part of the daily lives for those of us that are based here. Many more

people are now visiting the new location to host meetings which is helping to develop our broader community. I have seen a step change in our business as a result of us coming together under one roof in a short time. Bringing people together has fostered a spirit of identity which is important as we expand our business activities. We are also starting to see more collaboration across Group companies where we can combine our expertise to win and retain new business and provide customer-focused solutions. One example of this is TBC's collaboration with FleetMaster to develop an initiative to address the on-going driver shortage problem by developing a fast-track programme and a 'warehouse to wheels' campaign to upskill young drivers. You can read more about this and other news from Group companies in this issue including tips on safe winter driving.

2014 has been a very busy year. We have not stood still and have made steady progress towards our goal of creating a broader services organisation to strengthen our operations. This has included a number of branch moves and openings through the year at Sutton in Ashfield, Norwich, Guildford and Grimsby. Our activities have not been restricted to UK shores. TBC has celebrated its first international branch opening in Canada following in the footsteps of CPA. Our venture into North America propels us into a global world where the

possibilities for the business are endless. These are indeed exciting times.

Our focus on personal development has also continued. The Halesowen office has now become our centre of excellence

for training and continues to push the boundaries in course delivery and standards. This, I believe, gives SWS Group a competitive edge in our industry. Our people are our business so that is why we continue to invest in skills development. And on this point, I would like to congratulate all the people that have gained promotion this year. I am pleased that the list is too long to mention. For those aspiring to new roles and higher levels of responsibilities, keep focused. As we continue to expand and diversify, many opportunities will be created.

As we approach our first Christmas at Topaz there is a new spirit of confidence in the air which we will build on. As I write this we are about to take delivery of a pre-decorated, pre-lit Christmas tree for our new reception area. We hope everyone that visits us will enjoy the Christmassy welcome when they step inside!

On that note, I would like to take this opportunity to wish you all a Happy Christmas and a prosperous New Year.

Andrew Sweeney
CEO



NEXT ISSUE...

Could you please contact Jan Blann if you have any topics for inclusion in the next issue of Best News or with subjects for future Press Releases.

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Travis Perkins plc

CTS retains Travis Perkins Contract

CTS Managed Services are celebrating the success of retaining the Travis Perkins Group Van and Truck vehicle rental contracts. The Travis Perkins Group includes some of the leading brands within the Building and Home Improvement markets including; BSS Industrial, PTS, Keyline, City Plumbing Supplies, CCF, Wickes, Benchmarx, Tile Giant and Toolstation operating from 1,800 branches across the UK.

The contract will deliver sales in excess of £1.5M. CTS Managed Services Operations Manager, Mel Farrow and her experienced team are preparing to go-live on 1st January 2015 and will be incorporating some improvements to manage the account more effectively. This will include the use of the CTS DRIVE web-based platform to process individual hires directly through to supplier partners when advanced notice of the customer's requirements is given. The suppliers that CTS partner are dependent upon the vehicle category, location and the length of hire.

The CTS team can already provide replacement vehicles at every Travis Perkins location across the UK and are extremely proficient in arranging emergency cover when the customer's own vehicles breakdown or are involved in accidents. The booking co-ordinators have an extensive knowledge of all suppliers and their processes to enable them to source the right vehicle for the

customer's requirements. In addition to vehicle hire, the team also manages vehicle breakdowns and any damage incurred whilst on hire.

"We have a lot of experience in this area. Not only do we provide replacement vehicles but we also manage the service on behalf of the customer throughout the duration of the hire. This is what makes us stand out, ensuring top quality customer service is delivered in all aspects of the hire process from start to finish," says Mel Farrow.

To deliver the service the team has to be prepared to react and deal with a range of situations which demands a flexible and efficient operation.



Mel Farrow

CTS in top 3% with Gold Investors in People Award

The Investors in People Award (IIP) is not only a great accolade but a true reflection of best practice and a standard that has to be maintained throughout an organisation.



Mark Gooden

To achieve the IIP Award standard a company needs to meet 39 evidence-based requirements of the IIP Framework. Taking that a step further, to attain higher levels,

further commitments are expected. These are determined by each business addressing specific needs and priorities. To reach the highest award - Investors in People Gold - an additional 126 evidence-based requirements need to be met which reflect the expected commitment.

As part of the IIP review, CTS recently underwent a thorough, three-day assessment. This is undertaken by IIP every three years to confirm if an organisation is maintaining its best practice in respect to management of people and communication through all levels of the organisation. The result was a resounding pass with GOLD!

"We are in the top 3% of businesses in the UK that currently hold the GOLD IIP Award

- the highest possible achievement - and we are immensely proud of this accolade. There are relatively few businesses of our size that reach this standard of accreditation which makes the achievement all the more special," said Mark Gooden, managing director, CTS.

Retaining the Gold IIP Award is particularly rewarding for the CTS team following a period of change in the business over the past two years.



Topaz Launch

SWS head office opened its doors in October – we thought you might like to see some photos taken on the first day at Topaz . . .



CPA finds 'good eggs' for Noble Foods!

Over the past 18 months, CPA has built an eggcellent(!) partnership with Noble Foods, the UK's leading supplier of fresh eggs to the major retailers. The engagement includes many of the company's divisions and sites.

Noble Foods prides itself on delivering an outstanding nationwide service from its modern, well-invested packing centres. Each week the company individually grades, packs and delivers over 72 million eggs for customers. As well as the fresh 'shelled-egg' division Noble Foods has built operations across egg products including liquid and powdered egg, premium desserts and patisseries, poultry products and feed milling.

"We initially worked at a senior operational level at Noble Foods' largest packing centre based deep in the Lincolnshire countryside. This was not an easy first recruitment assignment due to the location of the site but after five months of searching, advertising and head hunting we managed to successfully place an excellent candidate who is now responsible for running the site," said James Wilkins, managing director, CPA.

Not long after this success Noble Foods built a brand new, state of the art packing centre in the heart of the Oxfordshire countryside. As a result, a number of senior operational and engineering managers

NOBLE FOODS



were needed to help establish and subsequently manage the site. After a concerted effort, all the new positions were successfully recruited by CPA.

"This work has led to introductions to other divisions within the group and we have since placed candidates through our operations, engineering, technical and interim divisions at CPA within both the desserts and patisserie businesses based in London and the poultry site in north Lincolnshire," added James.

CPA Canada

CPA expanded its borders to North America in January 2013. We would like to welcome aboard two new recruits, Monica Stagno and Jaimie Ippolito.

Monica Stagno brings more than 15 years of experience in the food and beverages industry, both as Executive Recruiter and Human Resources professional. She has worked in production sites, fast paced



Monica Stagno

multinational corporate settings and renowned North American recruiting firms such as Heidrick and Struggles and CTPartners. Monica holds a BA in Psychology, a Master's Degree in Clinical Psychology and a Master's Degree in Organisational Development. Originally from Venezuela, Monica also speaks Spanish and brings interesting experience on Latin American markets. Monica is married with two children and loves to travel and explore new places with her family.

Jaimie Ippolito was born in Oakville and has two sisters and a brother. When she was 12 years old she moved to Burlington where she attended Rolling Meadows School and completed high school at MM Robinson in Burlington. At 19, Jaimie moved to London, Ontario where she completed the law clerk program at Fanshawe College. After 10 years working with SunHaven Tanning, Jaimie's most recent position was with Randstad



Jaimie Ippolito

Canada as a Staffing Consultant where she was responsible for recruiting, sales, payroll and health and safety worksite evaluations. Jaimie is very excited to join the CPA family and her goals are to progress long-term with CPA and further develop her recruitment and sales abilities. Jaimie lives in Ancaster with her husband, Sean and dog, Howard.

TBC Norwich full steam ahead

The successful opening of the Ipswich branch in March 2012 has been the catalyst for a major expansion of the UK's east-coast for TBC. In the winter of 2013 preparation for a new branch in Norwich began. It didn't take long to find the ideal location and plans were made for its launch the following summer.

After a concerted effort, the doors finally opened on the 4th September - a little later than originally scheduled - following extensive refurbishment to the new office. As well as establishing a new territory, the Norwich branch also became a significant milestone for some of TBC's employees being Rob Mittell's second branch, Steve Leather's fourth and Dave Schilling's eighth in the region.

As with other regional expansions, in order to gain a foothold, the Norwich area was initially serviced by the nearby Ipswich branch and what a great job they have done covering such a large area which extends over a two-hour travelling time to the furthest point.

The office will initially support an industrial plan with 10 clients and an HGV plan servicing 15 clients each week. This includes DHL Birds Eye based in Lowestoft where TBC supplies up to eight Class 1 drivers per day. According to Dave Schilling, servicing this contract has been a particular success story in light of the challenging HGV recruitment market. Other clients include Palmer & Harvey, Home Retail Group and BRS.



Norwich team left to right Rob Mittell (Branch Manager), Dave Schilling (Regional Manager), Suzanne Fairhurst (Branch Administrator), Steve Leather (Senior Manager), Steven Downie (HGV Consultant)

To bolster the team, the branch has recruited an HGV Consultant, Branch Administrator and industrial consultant.



Ryan Wilson industrial consultant Norwich



Cardiff Team

Here's a photo of TBC's Cardiff team which we were unable to include in the last issue of SWS Best News

left to right, from back row: Ian Hope, Gareth Williams, Greta Aleksandraviciute, Jamie Pugh, Hannah James

TBC Opens in Sutton in Ashfield

The long awaited opening of the Sutton in Ashfield branch took place in October this year.

With a history of supplying many businesses in the area for the past 10 years from the Chesterfield and Nottingham branches, TBC has a long and established track record and excellent reputation.



Back Row: Tiffany Mayfield, Lauren Barke, Abigail Dearden
Front Row: Dave Walter, Iga Chmielewska

To support the continued growth and client relationships in the region, TBC relocated to a larger office in Sutton in Ashfield after being based in Mansfield since the start of the year. The operation has experienced a hugely successful first year, having established a large client base in the Sutton and Alfreton areas.

Commenting on the opening, Neil Yorke, TBC's director, said: "We are delighted to have opened our new office in Sutton in Ashfield. We believe the new location will heighten our local presence and improve our accessibility to offer a higher level of service to local people and business clients."

TBC is the longest established supplier of temporary workers to retailer, Sports Direct which is the largest employer in the area and have recently been awarded a contract with DHL in the locality to supply drivers and warehouse personnel. In addition, The Best Connection was recently awarded preferred supplier status for Eurocell, the UK's leading manufacturer and distributor of UPVC building products.



All together better

FleetMaster - Launches Young Driver Skills Academy

Finding the next generation of skilled drivers to serve the UK's logistics sector is a tough challenge. To address this FleetMaster has developed an innovative training programme that nurtures young talent.

Over the past 15 years, working in the Logistics sector has lost its appeal to many young people leading to a significant projected shortfall in professional drivers. There are over 2.3 million people working in logistics across 190,000 businesses in the UK with an estimated 70,000 new drivers required by 2017.

To address this, FleetMaster has launched The Young Driver Skills Academy (YDSA) as an effective method of attracting and nurturing young talent. This approach can offer significant benefits to employers. Young people are motivated, talented and have not been tainted by previous bad habits or unrealistic expectations. In addition, investment in skills development through YDSA results in greater loyalty to the employer. Many progress to become lead drivers, team leaders, supervisors and managers of organisations and with funding readily available to support work-readiness, YDSA is a compelling proposition.

Warehouse to Wheels

The scheme can also be used to develop the driving skills of people under the age of 25 from within the employer's company. This 'organic' approach to filling the skills gap offers a cost-effective, sustainable model that nurtures motivated and loyal individuals. It also provides a path to personal development for those wishing to pursue driving as a career without having to leave their existing jobs. This represents an opportunity for close collaboration with TBC in order to offer TBC's clients the option to upskill their existing workforce.

Nick Boocock, Director, FleetMaster said: "Funding is available to help attract and develop new skills for the sector. We have many models that have been developed with the focus on supplying new drivers into a range of employers. Current models include Turners of Soham, Canute, Bedfords Transport, British Gas, Total Foods and many more, all at varying stages of development."

FleetMaster develops a model that is bespoke to each company's operation to ensure that talent and loyal drivers are developed. The training incorporates policies, procedures, expectations, safe working practices and equipment used.

"There is no limit to the number of new drivers that can be developed through this model. YDSA is available to young talent below the age of 24 with an ideal age of between 19 and 22. There is funding available to provide 12 months of support whilst working towards a qualification that is based around vehicle operations," added Nick.

How the scheme works

Every scheme is tailored, in partnership with the employer, to

meet the specific needs of the business. Once the design of the scheme has been completed, the process of engaging with potential candidates in the locality is then undertaken.

FleetMaster find and assess suitable candidates. A choice of candidates is then provided to the customer for interview and selection. The licence acquisition (C and CE entitlement) is usually achieved within the first three months and is dictated by the employer.

Once a licence is achieved, additional support is required from the employer in developing the basic skills of the new driver. This is agreed and would normally involve time spent with in-house trainers followed by a pairing with a buddy for a period until signed off.

Throughout the process continued support and assessment is provided. The FleetMaster team regularly train and assess each new driver against a set of Occupational Standards to further develop the young driver's skills and knowledge within the role.

At the end of the 12 month training period, candidates receive nationally recognised certified qualifications in Driving Goods Vehicle, Numeracy and Literacy.

TBC/FleetMaster Initiative

One of the benefits of being part SWS Group is the opportunity for collaboration across sister companies to explore and deliver broader customer-focused solutions. FleetMaster and TBC have teamed up for such an initiative to get drivers on a fast-track programme. This will offer some existing TBC drivers the opportunity to upgrade their licence in return for a commitment to work for TBC for an agreed period of time. The cost of training is paid weekly over a period of time. Through this route TBC will be able to upgrade 10 class 2 drivers (CAT C) to class 1 (C+E) and work with the FleetMaster YDSA Scheme to replace these as CAT C drivers.



Nick Boocock and Jamie Boocock

New Manager and Team at TBC Worthing

Arguably one the UK's best kept secrets, Worthing is a seaside town not far from Brighton in West Sussex, famous for being the home of writers, Oscar Wilde (who penned the 'Importance of being earnest' here) and Harold Pinter – and now famous as the home of TBC!

TBC Worthing is run by Joe Feesey who was promoted to the role of branch manager last year. Joe started his career with The Best Connection in 2004 at the age of 18, as a trainee consultant. Joe tells Best News that after 10 years with the company, he continues to be excited by the prospects offered through the support of newly-formed SWS Group and is looking

forward to the next chapter in Worthing's story.

In 2013 Worthing achieved the accolade of top performing branch in the South East region – an accomplishment the branch has sustained throughout 2014. The Worthing branch has had a very stable team since it opened, with Beki Maddocks being the longest serving employee with 13 years under her belt and Dan Hoey with seven years. Over the past 18 months the branch has also welcomed seven new faces and is now looking to expand further in 2015 with the introduction of two new desks.

The Worthing branch has also shaped the success of others in the SWS Group including Ami Smithers who runs Bailey Care Services in Worthing and Joe Middleton and Emma Baylie who are now on the other side of the Atlantic with TBC Toronto.

The Worthing team

- Joe Feesey - Branch Manager
- Beki Maddocks - Senior Consultant
- Kerry Alexander - Trainee Consultant
- James Twaites - Consultant
- Matt Stocker - Consultant
- Dan Hoey - Senior Consultant
- Craig Birtles - Consultant
- Tom Stenlake - Resourcer
- Dorottya Csepregi - Administrator
- Louise Ellis - Administrator

The Worthing branch is also the home of Marcus Jepson and houses his boisterous support team:

- Hayley Allen - Regional PA
- Rebecca Boulton - Regional Recruitment Administrator



Joe Feesey (back row, 4th from left) pictured with the Worthing Team

TBC Supports Aston Labs Charity Ride



TBC has donated £250 to client, Aston Labs, in support of one of its 2014 fund-raising efforts for Care and Share charities. This challenge featured a coast to coast cycle race which was also supported, for a few valuable miles, by our very own Matt Leech.

Aston Labs have raised lots of money for good causes over the years. In this event, Nev Trotter, their operations director, was pitched against a factory-based relay team - who cycled the same distance on exercise bikes - as he raced 150 miles from west to east coast. The gruelling ride took Nev from Seascale through the mountainous west Lake District, across the Yorkshire Dales and Moors, finishing at the picturesque seaside resort of Whitby.

Following a successful event over £1200 was raised through sponsoring suppliers.

Well done to everyone involved.



TBC's Matthew Leech and colleagues from Aston Labs



L to R Matthew Leech, senior branch manager, TBC; Sharon Phillips, branch manager, TBC & Sharon Whittingham HR officer, Aston Labs

Matrix Training and Development

Focus on Tracey Price

Tracey Price is the Office Manager at Matrix and has a background in administration and manufacturing. After gaining a degree in Learning support Tracey also spent several years as a higher level teaching assistant. Tracey joined Matrix in August 2007 as an administration assistant and it wasn't long before she took control of all aspects of administration of the business, becoming office manager in 2009. Tracey's role is diverse; she is responsible for everyday general administration, accounts, payroll and HR as well as managing the allocation and usage of all the funding contracts including Worcester College, Calderdale College and The Skills Funding Agency. Other responsibilities include assessor caseload allocation and monitoring caseloads of the assessment team.



Tracey Price

In her spare time Tracey's interests include walking her small family of working dogs. This year has been particularly busy as Tracey became a grandparent, twice, when both of her daughters gave birth to a girl and boy in May and August.

'Good' Ofsted grading for Matrix

Congratulations to Matrix on achieving a grade 2 'Good' grading from the Office for Standards in Education, Children's Services and Skills (Ofsted). Given two just days' notice of the inspection, the grade 2 confirms Matrix is delivering government-funded training to a high standard. Well done to everyone at Matrix!

Matrix Drives Apprenticeships

The UK Commission for Employment and Skills has recently called for a 'step change in the number of people earning and learning.' The need for 'home grown' employees is steadily being accepted by UK companies who recognise the importance of nurturing young minds and talent in the workplace. In the UK, over 130,000 businesses currently offer apprenticeships. As pioneers of this training ethos, Matrix Training and Development has been delivering tailored apprenticeship training programmes and vocational-based courses for businesses of all sizes across the UK for over 15 years - with outstanding results - and now has a record number of learners in training with 431 that have embarked on a range of apprenticeship programmes.

The Intermediate Apprenticeship Level 2 programmes, which

consists of an NVQ, technical certificate and functional skills in English, Maths and ICT, accounts for 362 placements across nine key business operations with a further 67 embarked on an Advanced Apprenticeship Level 3 programme which has a strong uptake in Business Administration and Management skills development. In addition, a further 23 Apprenticeships are following a Workplace Learning level 2 standalone NVQ.

The programmes span a broad range of activities including Performing Manufacturing Operations, Engineering, Business Improvement Techniques, Food and Drink, Warehouse and Storage, Retail, Business Administration, Customer Service, Team Leading and Management. This offers a wide selection for both potential candidates and client companies to choose from.

Matrix is currently delivering programmes in 234 companies, in West Midlands, Worcester, Coventry, Derby, Leicester and Nottingham

Matrix apprentice shortlisted for Worcestershire Apprenticeship Awards 2014

The 1st Worcestershire Annual Apprenticeship Awards hosted by Nick Hewer from the BBC's The Apprentice, took place on 27th November 2014 at the Tree Tops Pavilion inside the West Midlands Safari Park. Matrix apprentice, Ceri Solomon was shortlisted for Intermediate level apprentice of the year. The Intermediate Apprentice of the Year category celebrates exemplars that showcase the difference they have made to the organisation in which they work. The apprentice must either be currently undertaking an intermediate level apprenticeship or have completed one within the last 12 months. Congratulations to Ceri on her nomination.



Ceri Solomon



L to R Tracey Price, Jane Strangwood, Derek Ford, Amanda Carpenter, Lyndsay Millington and Marie Jones pictured at the Worcestershire Apprenticeship Awards

FLEETMASTER

TOP 10 WINTER DRIVING TIPS

Talking about the weather is a national pastime in the UK for the simple reason that it's so unpredictable. One afternoon, you may be driving beneath a crisp autumnal sky and the next morning you'll be digging your car out of the snow. Staying safe on the roads during the winter months is as much about careful planning as it is about careful driving. We've put together our Top 10 Winter Driving Tips to help keep you safe this winter.

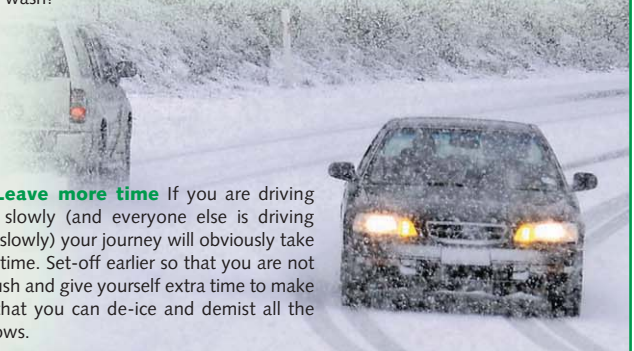
- 1. Get a service** Extreme driving conditions amplify any problems that your vehicle may have, so make sure that your car is fully serviced before the cold sets-in.
- 2. Leave more space** If you can remember the Highway Code you'll know that braking distances are doubled in wet weather. However, you may have forgotten that they are increased tenfold in icy conditions. Leave a gap of at least 10m between yourself and the vehicle in front to ensure that you have enough time to brake safely.
- 3. Check your tyre tread** A deep tread will help to prevent skidding in wet and icy conditions. Ideally your tread should be at least 3mm and remember that anything less than 1.6mm is illegal and will cost you 3 penalty points and a fine of up to £2,500 (and that's for each tyre).
- 4. Drive more slowly** The best way to avoid accidents, at any time of the year, is to anticipate the road ahead. During winter this means driving slowly, smoothly and steadily. When approaching junctions cut your speed and select a lower gear to prevent sudden braking. If you do feel the car beginning to slide on ice: take your foot off the accelerator and steer gently into the direction of the skid.
- 5. Check your tyre pressure** There's an old wives' tale that lower tyre pressure will help with traction on slippery surfaces. Don't believe a word of it and make sure that your tyres are inflated to the recommended PSI.
- 6. Plan your route** If it's snowing, plan your route to avoid minor roads and instead stick to major roads which are more likely to have been gritted. Fortunately the predictive powers of the Met Office have come on a long way since Michael Fish's 1987 'hurricane howler' and you can now find reliable weather forecasts at www.metoffice.gov.uk
- 7. Check your antifreeze** Make sure that your washer fluid reservoir is topped-

up with a 50/50 mixture of antifreeze. Don't confuse windscreen washer antifreeze with engine antifreeze; they're entirely different products and the latter is likely to eat-away at your paintwork. Most modern cars use 'long life' antifreeze in their engines, but it's worth double-checking with your dealer.

8. Pack practically An ice scraper and a can of de-icer are winter essentials, but a few extras thrown into your boot could make a roadside breakdown much more bearable. Consider the following: warm clothing, boots and blanket, a high visibility vest and a warning triangle, a map and a first aid kit - and don't forget to keep your mobile phone fully charged.

9. Check your wipers Windscreen wipers have a hard job dealing with everything that the British weather throws at them, and they get understandably tired. New wiper blades are cheap to buy and easy to replace; so any excuses just won't wash!

10. Leave more time If you are driving more slowly (and everyone else is driving more slowly) your journey will obviously take more time. Set-off earlier so that you are not in a rush and give yourself extra time to make sure that you can de-ice and demist all the windows.



Congratulations to Johnny Morris

With two consecutive monthly wins, Johnny Morris has won Phil Simmonds' regional sales competition for the last quarter – Congratulations Johnny!

Johnny Norris being presented with a bottle of champagne by Andy Nuttall

Sharon Nield bathes in glory

Sharon Nield, senior consultant Industrial 2, TBC Bolton, has stormed the region's sales competition for September with over £10K for the month - just under £5K new business margin in the month, setting a record as the highest 'points' ever achieved in the life of the competition – some two years! Sharon only joined the team at the end of June this year making the achievement all the more impressive. The new business came from no less than nine new client conversions.

"This is a truly wonderful performance from Sharon. She has set the bar high and shown what can be done with the right approach. I am also delighted that this success has been achieved after such a short time with the company. Well done Sharon, we look forward to your continued success," said regional manager, Phil Simmonds.

One of the larger new client wins for Sharon is Better Bathrooms which currently takes 30-40 temporary workers in the region. This account has already led to new business in Warrington with the possibility of Didcot, Oxfordshire also becoming a customer.

L to R Michelle Fallows with competition winner, Sharon Nield



STOP PRESS! Sharon has also won the competition for October giving her back to back wins! Well done Sharon.

Bailey Employment Services' New Recruits

Two new recruits have recently joined the team at Bailey Employment Services, Melksham. Jessica Manterfield joined the commercial division on August 14th this year. Welcome aboard Jessica! She takes on the role of Resourcer to strengthen the team and will be involved in identifying permanent positions that require extensive pro-active searches on companies and potential candidates for Bailey's clients.

Bailey receives instruction to find people with skill-sets that are often quite specific or niche, so a proactive headhunting approach, whilst labour intensive, is essential. Jessica is involved with researching and identifying individuals to target, making the approach and then conducting initial screening. Following her degree, Jess worked as a Bailey temp in a customer service role before being spotted and snapped up.

Hannah Turtell has also joined as a Controller for the company's Industrial division. Welcome aboard Hannah! Previously, Hannah worked in a sales role for a major retailer as well as selling promotional items and clothing. Her enthusiasm and bright personality was spotted by Bailey as a temp working for a local major manufacturing company. Since joining Hannah has been enrolled in TBC's training programme which involves a number of courses covering many skills and within this she has already commenced the Foundation element of this programme.

The new faces will bring additional resource and focus to the Bailey operation that will enable the business to continue its growth and success.



Jess Manterfield and Hannah Turtell, Bailey Employment Services

Bailey Employment Services have offices in Melksham, Wiltshire and Goole, South Yorkshire. Its clients include small to large household names covering commercial, logistics and distribution sectors. The Melksham office has three divisions: Industrial, Driving and Commercial. The commercial division fills permanent and temporary positions for office based, skilled professionals. Typical roles are customer service, engineering, technologists, finance, HR, IT, and Management roles.



Some of the Melksham Bailey team

Focus on TBC Canada

You may be aware that TBC has recently expanded its presence overseas following in the footsteps of sister company, CPA. In this issue of SWS Best News we take a look at the new team flying the flag for TBC in Brampton (near Toronto), Ontario, Canada; some 3,461 miles from TBC's head office just outside Birmingham, UK.

Emma Baylie Emma started with The Best Connection in Worthing before deciding to go backpacking across the world, taking in Australia and New Zealand. This journey eventually led her to Canada where she returned to the fold at The Best Connection Inc. (small world!). With the knowledge of TBC's systems and branch procedures under her belt she has quickly become an integral part of the team providing all payroll support and branch administration. Since settling abroad Emma enjoys the Canadian culture and dealing with companies and their North American ways. "It's a pleasure to be a part of this expanding adventure and with such a reputable company," said Emma.

Joe Middleton Joe is a TBC stalwart with nearly twelve years' service. He made the move to Canada 12 months ago initially joining CPA Recruitment. When The Best Connection Canada became a real possibility Joe found it an opportunity he couldn't resist. "From my initial observations it's fascinating how similar the industry is over here. With some obvious differences in legislation, we are doing the general day-to-day parts of the job exactly as we would back home. So far the clients have been very receptive to hear from us and seem to have an added interest when they realise we are from the UK. Clients are very eager to hear about the depth of The Best Connection's processes and have been willing to give us an opportunity to work with them." Drawing on his management experience gained from running TBC's Worthing office, Joe's main objective is to apply The Best Connection's policies and procedures across the Canadian branch network.

Suzanne Lavigne In her own words, "This is the first company I have worked for that I genuinely believe in." Suzanne has over 12 years' experience in the recruitment industry and has developed a set of highly desirable skills that benefit the TBC operation in Canada. Her friendly demeanour puts temporary employees at ease fostering confidence and trust. She also possesses a good knowledge of the industrial market and specialises in automotive recruitment primarily focused on the Toronto area. Suzanne was born in South West England where her family still live.

Alex Laurents Alex is a new local recruit to The Best Connection and recently completed his studies in Human Resources. Whilst at school his favourite subjects were Recruitment, Training and Development. He is extremely excited to be getting his first opportunity in Recruitment with The Best Connection and "typically couldn't have found a better team to learn and grow with". He is a typical Canadian; "I play hockey, enjoy poutine (a well-known Canadian dish), and wear toques in the winter."

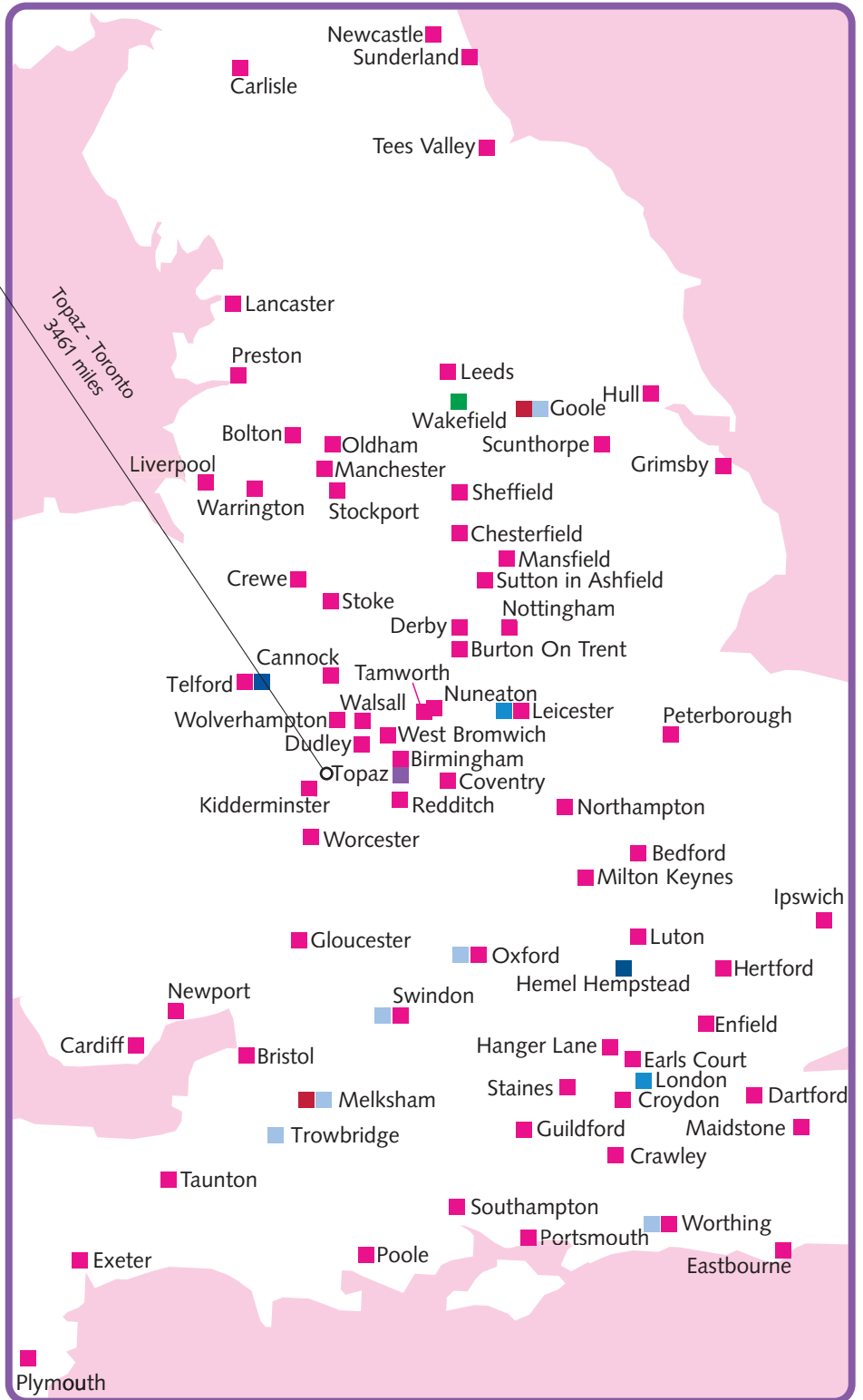
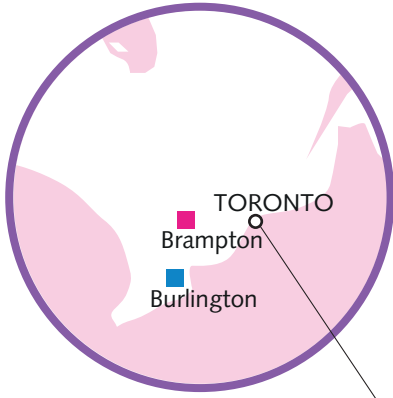
Elliot Mendoza British-born Elliot moved to Canada in 2006 following his decision to establish a career in the recruitment industry. After researching what was needed to make it in the world of recruitment Elliot decided he had the experience and motivation to succeed. Prior to moving to Canada Elliot lived in London where he developed many transferable business skills focused in sales and marketing. Obtaining a Diploma in Marketing fuelled Elliot's love of promotion and selling and he now has a decade of recruitment experience under his belt. Marcus Jepson interviewed Elliot in March 2014 and arranged for Elliot to come over to the UK in June for familiarisation and training. He then spent time in the Worthing and Maidstone branches learning all about TBC's systems and procedures. Elliot understands the Canadian market and is well versed in legislation relating to TBC's markets. Whilst working in these branches Elliot recognised a company that has integrity, strong leadership and a great culture. "I am now happy to say that I am the Branch Manager of The Best Connection Inc. Brampton - what a fantastic journey I am on and what a great team we have in the branch! Looking forward to taking The Best Connection Inc. nationwide!"

Since the official opening in September this year TBC Brampton has embraced The Best Connection model and is using the board system, policies and procedures to help day to day operations and forecasting. According to Elliot, The Best Connection Inc. has caused a stir locally receiving a fantastic reception from the temporary employees. The business is also receiving referrals from temporary employees and the branch has already notched-up its first client testimonial! Currently, the branch has over 100 temporary workers out in the field. The TBC Brampton team are all working towards a common goal and are enjoying the experience of building a successful branch that will propel TBC Inc. to a Canadian branch-network.



From left to right: Elliot, Emma, Joe, Suzanne and Alex

How to find us



TBC
www.thebestconnection.co.uk
www.thebestconnection.ca

MATRIX
www.matrixtraining.org.uk

FLEETMASTER
www.fleetmastergroup.com

CPA
www.cparecruitment.com

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