

# SWS... **BEST NEWS**

## Change programme gathers momentum

Welcome to the September 2018 issue of SWS Best News. It has been a year of contrasts as we emerged from one of the longest winters in years to the one of best summers on record. As we move into the final quarter of our financial year we can look back on the activities and initiatives that are shaping our future and I would like to begin with our exciting transformation programme.

As preparations for our change agenda accelerate, many of you from up and down the country have been actively attending workshops bringing an infectious enthusiasm to the programme. I personally would like to thank everyone of you for your input and involvement. We need to maintain this momentum and I encourage you all to have your say and to keep up to date with progress by visiting the website regularly.

Change is brought about through communication and collaboration. The more we talk and share ideas, the more transformational we will become. We are setting out to be a company that is easier to do business with and many of you, who are customer facing, will know where those blockers are and will have your views on how to overcome them. Please come forward with your ideas. In August, 'Best as One' was launched which provides a forum for everyone to share best practices and innovation. We recognise the immense collective knowledge and experience we possess and this initiative provides a vehicle to mobilise these strengths through face-to-face meetings and online collaboration. Change will also mean the creation of roles to support new and evolving functions. The introduction of a new business management system, for example, will centralise business process information. Heading up this function will be Jane Power who joins us this month. We wish her well in this important and exciting new role.

Continuing the topic of collaboration, TBC and Fleetmaster have been working together to address challenges in the driving sector. In 2019, all HGV drivers will need to have completed their mandatory CPC training if they wish to continue driving professionally. To prepare for this, Fleetmaster is promoting its training services exclusively through the TBC network. This will allow the business to offer a value-added service and allow us to work closer with our driving community. It will also

ensure that drivers do not inadvertently slip through the net. Please spread the word to your drivers and get them booked on the necessary course modules as soon as you can.

In every SWS Best News we provide updates on branch openings, refurbishments and expansion. This time around I am particularly excited to announce that TBC Tyesley, Birmingham, which opened in 1991 and was our very first branch, is moving to new, contemporary premises a few miles away. Further afield, our TBC Inc. colleagues in Canada are launching a new branch in Hamilton to capitalise on the area's growing manufacturing base. It is always a pleasure to share these developments with you. I hope you enjoy reading the stories from across the SWS Group and look forward to sharing more on our business transformation in the next issue.



*Andrew Sweeney*

Andrew Sweeney

*Chief Executive*



### NEXT ISSUE...

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

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# TBC launches 'Best as One'

As the late Bob Hoskins said in a well-known TV advert . . . it's good to talk! In our busy, customer-focused lives, it is easy to overlook the importance of simple, effective collaboration between colleagues and in this sense, TBC has recognised that we need to 'talk' more across the business and to work closer together, so, in August, Best as One was launched to kindle this process.

This exciting initiative forms part of TBC's broader transformation programme that will help prepare the business for future success. Best as One aims to bring people across the business closer together through a combination of face-to-face and digital forums to share information, best practice and innovative ideas.

So, what does this mean for you? Firstly, the company wishes to harness the collective experience, expertise and knowledge across all departments and branch operations for the benefit of everyone. This will ultimately provide greater access to information that will support our work-lives. Secondly, it is important that all employees can contribute to the evolution of the business to help position TBC to face future challenges in an ever-changing world. Best as One will become the platform for change, ensuring your voice is encouraged and heard.

From a practical perspective, collaboration will take the form of both online

communication and formal discussion groups. Yes, talking – both physically and digitally! The outcomes from these information exchanges will be documented and decisions arrived at regarding ideas taken forward, actions and prioritisation.

This is your opportunity to make a difference, so if you have some thoughts you would like to share, now is the time to air them. Please do speak to your Best as One Champion who will represent your thoughts at the face to face forums. The initiative is being orchestrated by our strategic partners, Protean and fully supported by the company's Directors who will play an active role in discussion groups. We look forward to sharing Best as One's progress and the positive impact you are making on the company's development in future issues of SWS Best News.

Share Best Practice project group members are:

- Rob Imber, Area Manager**  
Warrington, Liverpool, Preston, Lancaster & Blackburn
- Claire Sheasby, Senior Consultant**  
Walsall
- Candice Daley, Senior Consultant**  
Stockport
- Leoni Ward, Payroll Supervisor**  
Leicester
- Tom Smith, Branch Manager,**  
Slough
- Chris Prince, Branch Manager,**  
Tamworth
- Claire Schaus, Divisional Manager,**  
Worcester
- Natalie Floyd, IT**
- Iain Brown, Head of Training**



Part of the Best as One focus group



Peter Christie

## Peter clocks up a decade with zero hours sick!

The Best Connection's Peter Christie, Branch Manager, Redditch, has achieved two significant milestones with the company.

His first achievement is reaching 10-years' service with the business and the second is having no time off for sickness during his employment.

**Congratulations Peter on both accounts!**

# Bailey Bear Debut

If you were to think of a physical representation for Bailey Care Services, you would probably conjure up an image that conveyed care, warmth, consideration, reassurance and friendliness. Well, to encapsulate these qualities BCS has created Bailey Bear! As you can see from the picture, Bailey Bear certainly makes a statement and stands out from the crowd – which is just what the team at BCS are achieving in their day job. With such appealing features, the bright white mascot is destined to be a great success and will undoubtedly feature in many future stories for the business as the word gets out.

Bailey Bear will be promoting the business and encouraging those interested in a career in care to contact the office to find out more. The team have done a brilliant job designing the mascot and will be sharing appearance duties! Shannon Fitzpatrick, with her huge enthusiasm, has thrown herself into the role and couldn't wait to get inside the bear outfit. She is apparently loving being a bear and is looking forward to all the future appearances booked around Worthing town centre!

We look forward to seeing a lot more of Bailey Bear and hearing what the clients have to say.



Shannon Fitzpatrick (as Bailey Bear) & Senior Consultant, Zoe Wickens (Bear Escort) on their first day out

## BCS welcomes Jason Shepherd



Jason Shepherd

We are delighted to welcome Jason Shepherd to the BCS Abingdon team. Jason has spent most of his career in sales and customer service in finance, technology and retail environments.

Jason revealed that the favourite part of his work in retail was meeting and greeting and talking with people and being able to find out their needs to help them which is why he felt he would fit into Bailey Care. What better environment to chat and help people than in a care setting!

"I moved into the care sector for the challenge and for the short time I have been working for BCS I have been smitten by the passion and sense of purpose all my colleagues at BCS have for providing the very best carers that we can find. Knowing we can provide amazing support and go that extra mile is really reassuring.

"The most challenging part of my job is recruiting the right carers who can provide the best care and support. Coming into BCS from retail was a huge change for me, but I feel that with each working day I am learning, understanding and can see

BCS Oxford growing and going onto huge things," explained Jason.

"When not at work I like to spend my weekends split between my home where I tend to my rabbits and guinea pigs and spending time with my little nephew who is turning two soon. When I'm not with these guys, my fiancé and I spend time planning for our wedding in April 2019 and when I do get time for myself at the weekend, I like to watch football. My guilty pleasure is STAR WARS! Since working for BCS I think this association may have become a little worse - from receiving a Star Wars mouse mat and mug in the office to my fiancé buying me a Darth Vader toaster for my birthday!" added Jason.

Well Jason, all that remains to be said: 'may the BCS force be with you' at all times!

# Fleetmaster partners with TBC as CPC deadline looms

To be eligible to drive an HGV vehicle, or a coach, all drivers must complete 35 hours training every five years to retain their Certificate of Professional Competence (CPC). Failure to do so can result in a fine of up to £1,000 and keep you off the road, so it's not something to forget!

The deadline for the next block of training for HGV needs to be completed by 9th September 2019 which sounds plenty of time, but this will soon come around. To ensure all TBC's drivers are qualified within the period, Fleetmaster

has been working with some of The Best Connection's branches to offer its services at a preferential rate. This partnership will now be extended to include all TBC and Bailey Employment Services' locations.

The initiative is seen as a great opportunity for SWS Group companies to collaborate on an ongoing basis. TBC has an exclusive arrangement to offer Fleetmaster's CPC training services.

To keep everyone up to speed, every branch will receive access to a launch

video featuring Ian Lettice from Fleetmaster that presents an overview of what to expect from the partnership. There will also be an information pack sent to branches that details how to register drivers using Fleetmaster's booking portal and the incentives on offer to consultants.

For more information or to start booking drivers on to the CPC training course, contact Ian Lettice, Fleet Operations Manager – [ian.lettice@2fmo.com](mailto:ian.lettice@2fmo.com), 07794845062.

# Fleetmaster Training Update

We are pleased to announce that Kinny Rock, who was formerly an administrator in the training team based in Halesowen, will be joining the qualifications team as a Fleetmaster assessor. Kinny will eventually be supporting the recruitment consultants and administrators through their qualification. In her absence, Rachael Currie will be stepping up to the plate and will now be responsible for hotel bookings and changes to training days.

The team also recently had an important visit from members of

the awarding bodies, Highfield and OCR. These organisations accredit the qualifications the team are delivering to ensure standards are met. As part of their assessment, they completed sample visits and reviewed the delivery model and the quality of the delegates' work.

After a nail-biting wait, we can now report that the feedback received on training quality was positive. Well done to all involved!

# Ding-dong the bells chimed for Danny and Hannah Keyes

Many congratulations to Danny Keyes who recently tied the knot with his long-term partner, Hannah Gee.

Danny shares the experience: "After sixteen and a half years together, Hannah and I got married on 21st July at Hampton in Arden church and celebrated our wedding with a reception afterwards at Hampton Manor.

"We had a very laid-back celebration, so much so that the Vicar told us off for chatting during the ceremony! At Hampton Manor we were entertained by an amazing, modern sleight-of-hand, up-close magician and enjoyed the beautiful weather in the grounds.



"In the evening it was just one big party. Our first dance was to a modern dance tune; 'False Alarm' by Matoma and Becky Hill and after that the dance floor was packed all night.

"After a short break, the following week we set off on our honeymoon, staying at a beautiful hotel on the outskirts of Costa Adeje in Tenerife. It was quiet and peaceful, and we enjoyed lots of good food and good books - just how we wanted it."

We wish you both eternal happiness for your future life together, Danny and Hannah.

## TBC Inc. growing in the Canadian market!

**The Best Connection Inc. Hamilton is officially launching its new branch in September 2018 and it's great to see TBC Inc. growing in the Canadian market!**

"We're thrilled to be building an exciting and dynamic team here in Hamilton. We are looking forward to training and working with the best local talent and supplying temporary workers to the local industries here in Hamilton," said Elliot Mendoza, Branch Manager.

Hamilton is a port city in the Canadian province of Ontario. An industrialised city in the Golden Horseshoe at the west end of Lake Ontario, Hamilton has a population of 536,917, and a metropolitan population of 747,545.

The city has grabbed media attention in recent years and according to the Hamilton Economic Development Office, there is growth in the manufacturing sector. Hamilton borders Stoney Creek and Burlington where a large concentration of busy manufacturers call the area home.

Mark Bowley, Operations Manager, along with Elliot Mendoza have surveyed the landscape for potential business and they are confident TBC Inc. Hamilton will hit the ground running.

"TBC Hamilton is ideally located for temporary workers' ease of access to our office as all of the buses meet at the local station which is opposite the branch. It is fantastic to see the TBC brand

growing in Canada and with a number of large North American companies already familiar with TBC Inc., this next step in our journey brings us closer to becoming leaders in the market - watch this space!" added Elliot.



## CPA welcomes new faces

**We are delighted to welcome new faces to CPA Canada.**

**Andrea McGrath** joins as a Recruitment Consultant bringing with her over six years' marketing experience for Tier 1 CPG brands in North America.



Andrea McGrath

Leveraging her creative, resourceful and inquisitive traits, Andrea has fallen in love with recruitment, having spent the past year as an Executive Recruiter. In her spare time, Andrea enjoys the country life with her partner, their chickens, rabbits and foster dogs. She also enjoys winter snowmobile adventures.

**Shelley Burford** joins CPA recruitment as a Senior Consultant. Shelley has 10 years' experience working with private, public and not-for-profit organisations. Before joining CPA, she worked with two large recruitment firms in Ontario as well as the University sector, where she has recruited applicants for academic and post-doctoral scientific research fellowship placements, academic postings and senior executive placements within education, healthcare, IT and engineering. Shelley has a degree in English and History and loves spending time wandering through local museums,

watching documentaries, relaxing at her family's cottage and attending county festivals with her young son and spouse. Any additional free time is spent chasing her puppy and trying to keep him out of trouble! Great to have you both aboard.



Shelley Burford

# Becky completes **Race for Life**

Becky Maskill from BES Goole took part in Cancer Research's Race for Life on 8th July along with friends and her three sons, Ben aged 11, Thomas aged 8 and William aged 5. They have taken part in this event since 2014 when Becky was diagnosed with bowel cancer. Although at one point her future looked bleak when the cancer had spread, Becky is now three years into remission after having four operations and being regularly scanned at The Christie in Manchester. This year, the event was particularly special as Becky's eldest son, Ben, finished in 1st place out of over 2,000 ladies and children who took part. His time was 25 minutes and 4 seconds! Since 2014 they have raised £15,500 for CRUK and £6,000 for The Christie in Manchester with the help of family and friends. **Fantastic achievement Becky. You may have a future Olympian in your fold!**



*Becky and her family*



*Ben winning the race!*



*Becky and Ben*

## **Bailey's** gets a face lift!

Sometimes you just need let go of your old, familiar surroundings and move on to something fresh and revitalising and that is exactly what the team at BES Goole have done following a full refurbishment of the Goole branch. And it looks great!



*The team at Bailey's Goole*

"I would like to thank David Morton and his team who worked relentlessly over the weekend to ensure there was as little disruption as possible to the branch - you are all amazing! Also, a big thank you to all the team at Goole for your professionalism and support during the refurbishment and for keeping the branch operational (even when we didn't have any desks!). And last but by no means least, a big thank you to Sheila Eland for making this happen and overseeing the project," said Lisa Gresham, Divisional Manager, BES.



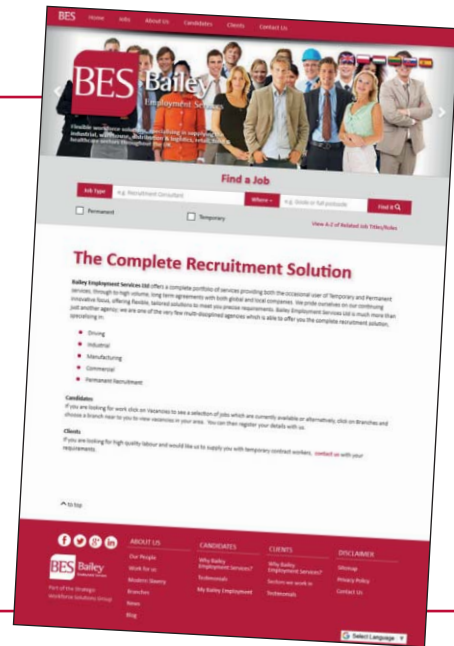
*Izzy (left) and Laura working hard even without desks!*

Judging by the smiles and happy faces, the new scheme is a big hit.

# BES revamps Online Presence

With more and more work-seekers reaching for their devices to access digital services, a company's online presence is the front door to their business. From time to time, the door needs a coat of paint so to speak, to freshen-up appearances. To keep its front door looking and working at its best, BES has updated its website!

The new design will make it easier for clients and temporary workers to navigate and access information. You can check it out at [www.baileyemploy.co.uk](http://www.baileyemploy.co.uk) We welcome any feedback on the layout and the experience it offers users.



## BES business mushrooms with Hughes Group!

Hughes Mushrooms has recently appointed Bailey Employment Services, Goole, as its preferred supplier for its East Yorkshire site. Established in 1965, Hughes Mushrooms is a leading producer in the UK mushroom industry, using cutting-edge technology to push forward its ambitious plans for further growth.

The Northern-Ireland based company chose the site at Holme on Spalding Moor because of its strong transport links and existing agricultural heritage. The company built a multi-million pound, environmentally friendly growing and packing facility on an 11-acre site near Howden and began production in October 2017.

BES started supplying industrial staff in March 2018 and quickly built a strong relationship with the company which has gone from strength to strength.

Ciaran Hughes, Operations Director, Hughes Group shared some feedback on why BES was selected.

### Why did you start using Bailey's?

"We were looking for a quality, local recruiter that was capable of supplying a high volume and calibre of staff. Bailey's have an excellent reputation in the Goole and Selby area and they have certainly lived up to that reputation."

### Why did you choose Bailey's as your preferred supplier?

"From day one we received a professional, on-time delivery and high service level."

### What is it like working with Bailey Employment Services?

"We have been really impressed with the service supplied by Bailey Employment Services. In this industry we rely on fast service and minimal disruption to our business when we introduce new staff. The team at Bailey's provide an outstanding service and always go the extra mile to ensure that we, as a client, are happy and the staff they provide are also happy. We have been delighted with the professionalism of Bailey's staff. They bring home the true meaning of 'service with a smile'."



Hughes Mushrooms' team

# Kevin returns to the BES Fold

We would like to extend a warm welcome back to Kevin Driver, who has returned to BES as Senior Driving Consultant after being away for two and a half years. Kevin was with Bailey Employment Services for nine years up until 2016 when he left for pastures new.

"I'm really excited to pick up the baton on the driving desk at Bailey's and become part of the team again and build upon the excellent reputation the company has," says Kevin.

Kevin is confident that with his efforts on the driving desk he'll be able to put Bailey's back into the driving seat locally. Welcome home Kevin and good luck for the future at BES.



Kevin Driver

## TBC Bristol just got bigger!

London has long been the epicentre of business in the UK. For some companies, however, the cost of maintaining a presence in the city has become too much to swallow. This, along with the high cost of labour and the logistical challenge employees face commuting to and from their place of work has forced many brands to look elsewhere to set up shop. One beneficiary of the exodus is Bristol which is experiencing major growth. A report by Lloyds Bank suggests that Bristolians are most likely to attribute the good news to good local universities and

training options (48%), coupled with investment in digital skills (29%). Consultants EY, predict that Bristol will continue to grow by 2.3% each year until 2020.

Whatever the underlying reasons, the good news for TBC is that temporary workers will be in demand. In response to this geographical rebalance, TBC Bristol is also going through its own expansion programme starting with a major investment in the current location that will see a doubling of the office space and an associated recruitment drive to expand the team of consultants and support staff.



Iconic Clifton Suspension bridge, Bristol

The new development includes the construction of a two-storey office extension to the rear of the existing premises and a complete refurbishment of the former reception and operations offices to the front of the building. The result is a bright, modern space with confidential interview pods, a large meeting room, a spacious operations room, additional office space and a new kitchen and rest area for the branch staff.

The expansion will also create new vacancies for recruitment staff and will see the establishment of a South West Regional Office to support SWS Group's ambitious growth.

## A new home for TBC's Preston team

Following TBC Preston's phenomenal growth over the past two years, Lorraine Gandy (Senior Manager) and her Preston team have outgrown their long-term home in Winckley Street and have now moved to new premises at 181 - 183 Friargate, Preston.

"With four Industrial plans and one driving plan, finding an office big enough to accommodate the team in a city centre location was a tough challenge," said Darren Ainge, Director.

"Thankfully, Mr Thorogood came up trumps as usual! After a substantial refurbishment and a manic move week, the team are finally settled in their new home in time for the peak period," added Darren.



L to R: Lorraine Gandy, Cory Wallace, Prakash Patel, Emily Miller, Michael Sutcliffe, Geraldene Foster, Harry Wilkinson, Yasmine Hooson, Georgia Peters, Jadwiga Ficek, Emma Jackson & Chris Cottle





# Heather Garrigan is officially a **'Legend in the making!'**

If you were to ask Heather Garrigan, Payroll Administrator, TBC Leicester, the question: 'Tell me one thing about you that nobody knows', she may well volunteer that she is one third of the Vixen Trio, 3-part harmony Doo-wop group!

If that's not impressive enough, the dynamite trio have just stormed to first place in the 'Legend in the Making' competition at Hebdon Bridge Burlesque Festival. Fab-u-lous girls!

Heather shares how it all happened.

"The Vixen Trio were thrown into the world of performing when Leoni Ward, our Payroll Supervisor in Leicester, was getting married and wanted a group that would fit into her vintage tea party-themed wedding. I said don't panic - I'll sort it out! We had never done anything like it before or even sang together publicly but that didn't stop us. Leoni and Simon's wedding was our first ever performance. After this we began performing around Leicestershire in bars, private parties and even at festivals.

Things really took off 18 months after the wedding when we applied to take part in the 'Legend in the making' competition at Hebdon Bridge Burlesque Festival, for people who have recently joined the burlesque world. It is an international festival that attracts people from around the world and one of the biggest burlesque festivals in the UK.

So, we sent off our application and videos with the hope of maybe getting some feedback or helpful hints and dreaming of

being accepted. When we received an email telling us that we were part of the top 10 finalists and needed to attend the final in West Yorkshire we were a bundle of emotions! Excited, scared, nervous, you name it! Rehearsals went into full swing and we started madly making costumes, roping in anyone we could to help!

When the day finally arrived, I can honestly say as a group we have never been so nervous! There were nine other burlesque performers that were truly amazing, a huge audience and of course the judges! As soon as we stepped out onto the stage and into the lights, things fell into place. We performed 'Boogie woogie bugle boy' by the Andrews sisters, then 'Why don't you do right' by Peggy Lee. The crowd went wild and we came off stage feeling on top of the world. Maybe, perhaps we thought, we could be in with a shot of leaving with an award? There were two awards to be won at Legend in the making – The Legend in the making Judges' choice award and the Legend in the Making Audience choice award.

"After the curtain call, when all the performers go back out to take a bow, the nervous wait back stage began. Then after what felt like a lifetime, we were all brought back out to the stage. It was time to announce the two winners. Everyone stood in a line on the stage



L to R: Bryony Garrigan (Heather's identical twin), Lucy Littlemore & Heather Garrigan

waiting to hear if their name would be called.

"Legend in the making Audience choice winners are . . . the Vixen Trio! We had done it! The audience went wild - they had voted for us and we had won! My other vixens and I were in shock - this was not just our first ever burlesque competition, but our very first burlesque performance ever!

"From our humble beginnings 18 months earlier, rehearsing in the living room and nervously singing our way through Leoni's wedding, to singing and dancing our way into the bright lights of the burlesque world! We are very proud of what we have achieved and are so very excited for what is to come!"

**Well done girls a great story, and we can't wait either!**

## STOP PRESS!

**New Birmingham branch  
opens 1st October**

## A Day in the Life of . . .

# Gemma Nye

## Bailey Care Services

It's always good to receive feedback from people who have recently joined the Group and in this issue, we have the chance to know Gemma Nye who recently joined BCS Melksham as a trainee on 8th May this year.

**What is it about care work that gets you out of bed in the mornings?** Being able to provide for our clients and having a good relationship with our carers to ensure that the shifts are covered.

**Do you have pre-work duties?** I wake up, chill in bed for a little while and feed my dog before leaving the house to go to work.

**How do mornings differ from the afternoons?** My mornings are always really busy - catching up on any emails and calls and this blends into the afternoon - afternoons are less busy, so I am able to concentrate on my canvass calls to clients and new carers.

**What would you do without your mobile phone?** I wouldn't cope without my phone, I'd struggle to communicate! I like to be on my social media throughout the day to keep up with the gossip (Obviously, not at work!) and use it to arrange my social life.

**What makes you laugh a lot at work?** My colleagues at work keep me entertained, Tiff and Julie, with their different sense of humour.

**Has your day job evolved since you joined BCS?** I started as a trainee, however, prior to joining, I had studied recruitment and sales at College but had never put

this knowledge into practise until I joined BCS. My working days have flowed one into another and improved my motivation to reach my targets for BCS.

**How do your friends and family think about the work you do?** When I tell my friends and family what I do for my job, they are all interested in my day to day activities.

**What is the most challenging part of your day to day job?** The most challenging part of my day to day job is to ensure we reach our bookings target to both ensure we meet our clients' needs and provide the right work for our carers.

**Do you have any obsessions?** Calvin Klein products - I spend a fortune on these!

**How do you balance work and play?** I enjoy meeting my friends and going out with them most weekends - even with the on-call phone - I still go out and have a social life.

"Gemma has been a breath of fresh air in the office and although not from a recruitment background she has jumped in with both feet and is making great progress. Gemma has lots of energy and is a natural people person and has gained a rapport with both clients and staff. Despite her dreadful sense of humour, I am delighted to welcome her to the team. She has settled in well and I am excited for her prospects," says Branch Manager, Julie Charters.



Gemma Nye



L to R: Trudi, Emilio, Beth, Paige & Matt

## BES Melksham is Blooming Brilliant!

The team at Bailey Employment Services have been showcasing their creative skills by adorning the outside of the Melksham office with pots of flowers. Their efforts haven't gone unnoticed as they scooped Gold for the best-looking business in the Wiltshire in Bloom competition.

The beautiful flowers are suitably complemented by the team's huge smiles! Well done team Bailey! Flower power is back in Melksham.

# Alex is back at CTS!

We are delighted to share with you that Alex Fordham has returned to CTS after a family break. Alex joined CTS in 2003 working two days a week in the operations department whilst studying for a Business Studies and Marketing degree. After passing her course with first-class honours, she returned to work for the Marketing Department developing business with existing customers. As the CTS driver business model took off she stepped up to manage the driver operations team, before leaving to start her family in 2011.

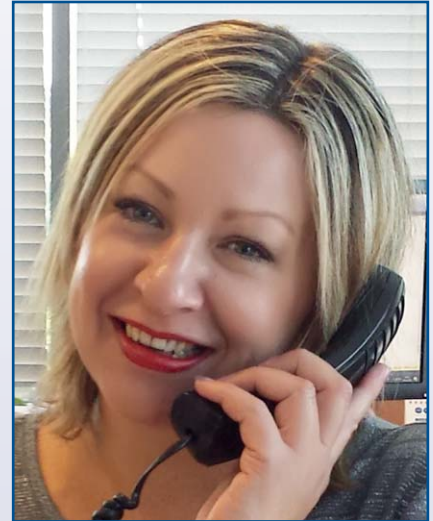
After a long break Alex is back and is now a member of the sales team. We are told that she enjoys her job and her enthusiasm is infectious and it doesn't really feel like she's been away.

"I'm up at 6am to walk the dog before

getting my girls ready for school and then I head off to work for 8.30am. My first action is to check my database and organise my day, prioritising the most important tasks. I contact businesses to conduct a fact-finding exercise to identify an interest and secure a first meeting. I often accompany my manager, Helen Fox, on the initial sales meeting. I enjoy getting out of the office and meeting new people and Helen and I always have fun.

"After the meetings I will help draw up proposals, with a view to turning them into new customers. So far, this has been very successful. Occasionally, I will go back to my roots in operations to cover particularly busy periods, booking replacement vehicles, temporary drivers and helping with administration tasks when required. There is never a dull moment as I juggle my workload

ensuring all my sales calls are completed too. The days seem to fly by so quickly – then it's back home to being Mum."



Alex Fordham

# Simon hits a half century, not out!



Simon Thompson

Well the picture really gives it away! Of course, it's not cricket we are referring to but Simon Thompson's 50th birthday celebration. Well done and congratulations Simon, you're looking great and we love the balloons and huge smile.

In total, Simon has in fact shared 20 birthdays with his colleagues at TBC since joining the business in 1998. To mark this double, special occasion, Simon's Milton Keynes and Bedford branches joined forces and presented him with some fantastic presents including a track day at Silverstone and a Firepit that he apparently, has been 'going on about' for months! So, he'll be on fire when he takes to the tarmac no doubt! Congratulations and a very Happy Birthday from everyone Simon. Here's to the next half century!



# Backline Logistics wins Booker Wholesale preferred supplier status

After much hard work and relationship building, Backline Logistics has secured preferred supplier status with Booker Wholesale at its Hatfield depot. As part of the contract, around ten vehicles with drivers are being supplied throughout the day and night to meet Booker Wholesale's requirements.

"The opportunity to work with Booker Wholesale has been welcomed across the whole team here in Leighton Buzzard. To be awarded preferred supplier is a great achievement," explained Louise Gaunt, Transport Operations Manager, Backline Logistics.

The contract was negotiated and won by Liam Murnaghan who recently joined Backline's haulage division from City Transport Solutions managed services.

Jim Davin, Sales Consultant, also played a major role in supporting Liam with essential knowledge of the operation.

The contract will be serviced by Chris Jacques and Louise Gaunt who look after the entire 24hr operation at Backline Logistics in Leighton Buzzard. Responsibility of the day-to-day account management is being handled by Liam.

"Working with Booker Wholesale has been a big learning curve for both the operations team here at Leighton Buzzard and me. The transport team at Booker put us to the test by booking ten vehicles on the first day of the account going live. I make regular contact with Phil Coombes, Distribution Manager at Booker Wholesale, to ensure we continue to offer the high standard of service that

Booker Wholesale expects across its business," explained Liam Murnaghan.

Phil Coombes, Distribution Manager at Booker Wholesale, added: "Liam and his team came to us at a time when our volume suddenly increased. They stepped in with very little notice to help us maintain our service levels to our Business Centres. Since then, through the summer peak period, Backline has continued to supply support. Liam is always on hand to resolve queries quickly and efficiently and we are building a very good relationship."

Backline has doubled its fleet size over the past 12 months, creating new jobs for local drivers in the Leighton Buzzard area as it continues to grow its operation.

# Backline celebrates Outbase launch

September sees the launch of the second Backline Logistics Support Services Outbase in Andover, Hampshire. It marks a milestone in the history of the company's Outbase Logistics Service which fully complements its recruitment and training activities.

Julian White (Chief Operating Officer), Paul Church (Compliance, Systems & Facilities Manager) and Kelly Hughes (Exeter Outbase Manager) have worked tirelessly to deliver this project during the busiest period of the year.

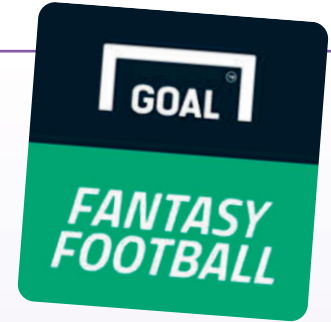
"It was very important for the business to find the right location in the region for a site that would enable the company to support its current clients and to attract new clients," said Mark Gooden, Director of Strategy.

The Logistics Outbase operation supports clients in the final mile delivery and in the transition to and from central distribution hubs in the Midlands and the South West. Backline provides the driving resource, parking facility and cross-docking functions to ensure the client supply chain continues to operate more efficiently in terms of driving hours regulations, next day delivery performance targets and to support additional resource during the busiest times of the year.

"This is an exciting time for us at Backline as we start to build and develop the foundations of our service for logistics, recruitment and training across the region," added Mark Gooden.



# SWS Group Fantasy Football



A new Premier League season has just kicked off and once again the SWS Group Fantasy League has begun. Who will have the Midas touch this year and top the chart?!

Last season 53 'Managers' competed but this season the League has grown to 85 teams with weird and wonderful names such as Top Bananas, Crouch Potatoes, Dunk Kane Donuts, Petr Chec Yourself and Maradoner Kebab.

Each Manager picks a squad of 15 players which includes two goalkeepers, five defenders, five midfielders and three forwards, up to the value of £100,000,000. Each week the managers select their starting 11 and they score points dependant on their performance in the real matches played that week (points for goals scored, assists, clean sheets, minus points for bookings, red cards, etc). If a player does not play, one of the four substitutes automatically takes their place.

Each week the Manager gets a free transfer that enables him/her to change an under-performing or injured player.

## The Top 5 (as of 6/9/18)



1. <b>Apathy United</b>	Jason Melia	Manchester	299pts
2. <b>All The Smallings</b>	Oliver Darley	Topaz	272pts
3. <b>You Kante be Serious</b>	Charlie Smith	Staines	268pts
4. <b>Parma Calcio</b>	Gabriel Sirghie	On-Site Connections	267pts
5. <b>Long Dong Silver</b>	Andy Nuttall	Stockport	267pts



This is just for fun although as it is a national game there are prizes throughout the season for Manager of the Month, FA Cup winner and League Title winner.

Joining the league couldn't be easier – just log on to [www.fantasy.premierleague.com](http://www.fantasy.premierleague.com). Simply use this link and you'll be added automatically after you've entered the game:

[fantasy.premierleague.com/?autojoin-code=582156-126364](http://fantasy.premierleague.com/?autojoin-code=582156-126364).

You shouldn't need the league code, but just in case here it is: **582156-126364**.

If anyone would like to donate a 'prize' or 'trophy' for the winner of the league, then please let Martin Thorogood know: [martin.thorogood@thebestconnection.co.uk](mailto:martin.thorogood@thebestconnection.co.uk)



# Our Credit Control Team

Where would we be without our Credit Control team? These unsung heroes who are based at Topaz, SWS Head Office in Bromsgrove, undertake a critical role in the operation of the business supporting the entire organisation. So, who are they?

Since the start of the organisation the team has grown to a busy team of 13 people.

Baldish Chauhan, Credit Control Manager, explains: "I joined TBC in 2002 when there were 36 branches and we now have 86. We are also assisting TBC Canada, Backline Logistic Support Services and Bailey Care Services with some of their credit control functions."

The team comprises: Baldish Chauhan, Clare Hayes, April Fradgley, Carole Harrison, Craig Bishop, Denny Gould, Joanne Bradshaw, Karen Flynn, Karen Whyte, Kelly Dingley-Knowles, Peter Harrison, Sue Ruzzier and Caroline Painter.

Kelly Dingley-Knowles, Peter Harrison, Sue Ruzzier - Credit Controllers, along with Caroline Painter - Credit Control Administrator.

"We work together to ensure that our customers pay their invoices. We are responsible for credit checking clients, setting-up the accounts, reconciling self-bills, chasing the clients and allocating payments onto the accounts daily. We sort out queries with clients, raise credits, send Invoices, statements and chase letters. We also manage the disputed items list and maintain a good relationship with our branches as we rely on them heavily to help resolve queries," added Baldish.



L to R: April, Peter, Kelly, Bal, Denny, Caroline, Karen W, Carole, Jo, Sue & Clare

## John Lewis Open Day a Hot Success!



L to R: Gabriel Sirghie (Senior Project Manager), Adrien Kecskemeti (Account Manager) & Kamil Miareczka (Senior Account Manager)



Adrien Kecskemeti

TBC customer, John Lewis, held an Open Day at Magna Park, Milton Keynes which was attended by our very own Kamil Miareczka (Senior Account Manager), Adrien Kecskemeti (Account Manager) and Gabriel Sirghie (Senior Project Manager).

The team took the opportunity to set up a stand to attract potential candidates to enrol with The Best Connection in preparation for the busy peak period at John Lewis and donated raffle prizes which included a tour of the Shard in London, a meal for two at Prezzo and a Spa Day for two.

We are told that Adrien got into the spirit of the occasion, which was held on one of the hottest days of the year and volunteered to be soaked with wet sponges! Sensible idea Adrien – though you appear to have ducked when the photo was taken!

# SWS VACANCIES

## SWS Featured Vacancies

In addition to the featured roles below, more jobs with full descriptions can be found at:

[www.thebestconnection.co.uk/joinus/](http://www.thebestconnection.co.uk/joinus/)

**The Best Connection**  
EMPLOYMENT GROUP

**Management Opportunities are available in our current TBC branches:**

Nottingham, Oxford, Truro, Watford



**CPA**

**Permanent Senior/Recruitment Consultants**



**Bailey Care Services**  
Divisional Manager – Poole



**Bailey Employment Services**  
Senior Industrial Consultant - Goole

**The Best Connection**  
EMPLOYMENT GROUP

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

Birmingham, Abingdon, Bedford, Bristol, Croydon, Glasgow, Oldham, Poole, Northampton, Telford, Worcester and Warrington

**The Best Connection**  
EMPLOYMENT GROUP

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

Banbury • Basingstoke  
Doncaster • Edinburgh  
Hereford • Swansea  
Tunbridge Wells

**The Best Connection**  
EMPLOYMENT GROUP

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

Bristol, Crawley, Enfield, Hanger Lane, Luton, Northampton, Slough, Sunderland and Warrington

**Want more details?**

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

# SWS GROUP



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EMPLOYMENT GROUP

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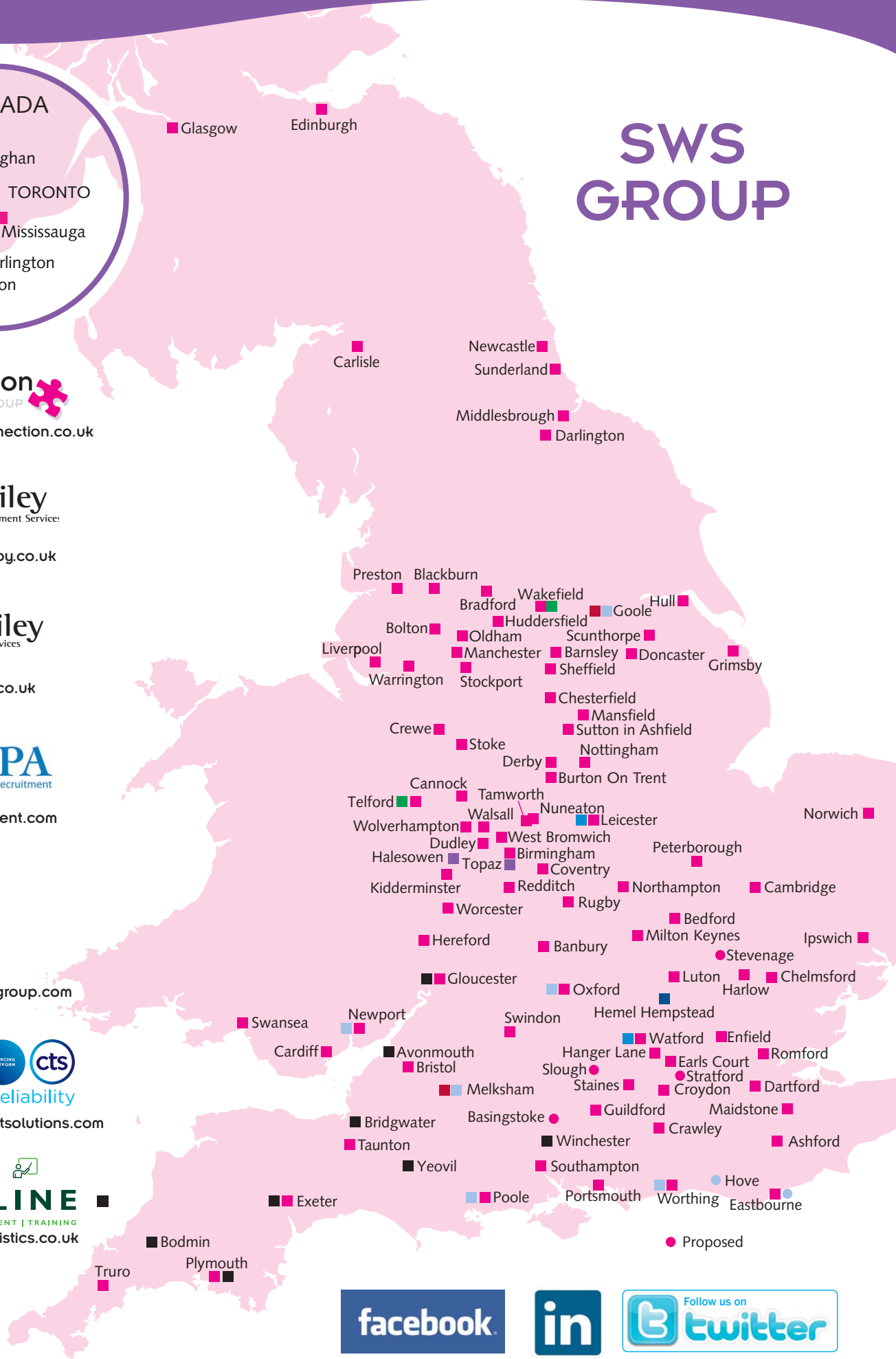


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● Proposed

