

BEST NEWS

June 2013

Auto-Enrolment Pensions is here!



Auto-enrolment Pensions! I'm sure you have all heard about this and seen and heard the advertisements on radio and television, showing all sorts of people stating "I'm in!"

According to the Government it is the biggest shake-up of pensions for generations. The Department of Work and Pensions claim that we are all living longer and most of us will spend more than 20 years in retirement. Auto-enrolment is seen as the best way to overcome people's 'savings inertia'. As they have put it "Rather than taking action to save, an employee has to take action not to save."

The Pensions Regulator is giving Employers a date from which Auto-enrolment should take place (staging dates) and for us it is now. The dates are dependent upon the numbers of people employed by the company and we are amongst the first to have to act. You may know people who are not yet affected by it and in some cases they will not have to act until as late as 2015.

As far as you are concerned I will be writing to everyone in June explaining the steps you need to take. As far as the temporary workers are concerned they too will receive a letter - this is being done immediately following their first pay day under the new scheme. The letters are self-explanatory and there is very little for you to do with respect to the temporary workers. Most, if not all enquiries from the temporary workers should be met by directing them to the 'Savers FAQ's' on the NEST website, www.netspensions.org.uk

We have chosen the National Employment Savings Trust (NEST) for our workplace pension scheme and it is into NEST that you and the temporary workers will be auto-enrolled. The scheme requires contributions from both the employee and employer, but it is possible to opt out of the scheme if it is felt to be inappropriate and NEST will deal with all of that for us. I am sure this new shake-up will run jolly smoothly and may I wish you all a happy retirement!



This year is going quicker than ever. We are having a good year so far and it seems that all the hard work involved in staying in touch with our clients and ensuring they receive the best service in the market is paying off once again.

I'm pleased to see the Chesterfield branch have taken up my challenge to increase the number of payslips we can e mail. This really is excellent and

I hope that all branches can follow this lead. Also, we have one of the best personal accident insurance schemes in the market. The take up of this varies from region to region so please make all workers aware of the scheme and ensure they have the necessary information to make an informed decision to be included.

As usual there's a lot in this issue and I was particularly pleased to see the photos of some of the 10 year service awards. Well done to all of you. It's also great to see the fundraising efforts undertaken by members of TBC, I wonder if we could make that into a competition? . . . just a thought!

Finally, I hope you all have a good summer, if it ever arrives, and enjoy your holidays as and when you take them.

Andy 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 Best News or with subjects for future Press Releases.

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Emailed Payslips Prize for Chesterfield and Sutton

In response to a few challenges recently posed by Andy Sweeney, Lee Harris' region launched a Reward Scheme aimed at improving the percentage take-up for electronic payslips.

The challenge motivated branches including the administration team to really focus on not only new starters at registration, but also to re-visit those that had slipped through the net yet were still working for TBC.

With the help of Head Office and Andy Redfern's department (Thank You – Ann Harper!), branches also took the opportunity to ensure AWR Compliance for clients still to declare their solutions prior to the qualification period (had to get Dave Payne off their backs somehow!); administering travel modes for those that participated on the Travel Scheme and re-presenting benefits of the Insurance Scheme offered to temporary workers that were perhaps not asked at their start date.

The results from the teams were tremendous and all participated in raising the bar - the challenge now is keeping up the momentum!

There was sadly only one prize that could be awarded and that went to the team in Chesterfield and Sutton (who share the premises whilst Sutton is being renovated).

Congratulations to Aneta, Angelika and Katarzyna who all played their part and have been awarded vouchers in recognition of their achievements.

Their take-up to email payslips based on over 1,140 workers in a week in March rose from 62% to 90%!

Lee Harris commented: "Just let the mind wander and work out the potential cost-saving per branch over a year

(even if based on the cost of 2nd class stamps) if all achieved similar figures.

"This, along with the benefit to the worker of seeing wages 'earned' prior to it hitting the bank account each Friday was a huge welfare advantage and one that was promoted well across the board.

"The region was 58% to 82% respectively - again a brilliant result!

"Look out for future incentive schemes in our area (perhaps Pension or CPC?)," said Lee.



Left to Right:
Aneta Romecka Branch Admin - (Sutton in Ashfield), Kat Boska - Branch Admin (Chesterfield) & Angelika Zorek - Resourcer (Chesterfield)

THE PLOD

The Best Connection has entered a team into an endurance walking event called The South Downs PLOD. The PLOD is a forty mile night-walk through The South Downs organised by Action Medical Research, a charitable organisation funding research to help

sick and disabled children. The walk will be taking place the night of 26th July. The walking team consists of Marcus Jepson, Andy Clark, Joe Middleton and Beki Maddocks. Support will be provided by Dave Stanford and Bryan Cole. If you wish to support the team,

please visit the link below. Any support will be greatly appreciated.

We wish the PLOD team every success with their fundraising efforts.

We will publish a picture once the PLOD has been completed.

www.action.org.uk/sponsor/herewegoagain



The new Wolverhampton branch.

You wouldn't think finding commercial office space would be difficult in the current climate, but finding the right space in the right place has proved near impossible for the management team in Wolverhampton.

"We've been looking for the past three years," said Darren Ainge, Regional Manager, "but despite the number of units available, we've really struggled to identify offices that suit our needs. In the old branch the administration team were separated from the operations room and we wanted to bring them more into the team

Relocation, relocation, relocation!

and to do that we had to have the right space. In addition, the recent success of Wolverhampton branch and its future growth plans meant we needed to be able to accommodate a 3rd Industrial plan - another headache for Martin Thorogood and his tape measure!"

"We finally found some premises in Darlington Street next door to Beatties and I'm glad to say with the right teamwork - between IT, Premises and the branch, the move went smoothly."

"As the last office had only a window onto a fire escape, I'm certain the team are enjoying some natural light and the views onto Darlington Street, not at the expense of their canvassing figures though, eh guys?!" said Darren.

Scunthorpe Drives to No.1 Spot for three months running!

It's official! TBC's Scunthorpe HGV team has bagged the top position in the company's performance league table for three consecutive months. This is the first time the team has received the accolade by achieving the highest average weekly margin. Well done to all the team members - hard work definitely pays off!

"This is really fantastic news for the Scunthorpe branch. The team on driving, Jackie and Alison, have worked tirelessly to achieve the No.1 position in March, April and May and have been supported by Marc and the rest of the industrial team as well. Plenty of cross-selling and looking out for new opportunities make it a real team effort. Well done Scunny!" said regional manager, Lee Harris.



*Scunthorpe HGV1
left to right Jackie Hamby and Alison Law*

Going the extra mile for **NDL**

Over the past few months, the on-site team at NDL Stoke (M&S contract) have really been tested to their capacity. Since its inception in 2006, Stoke Distribution Centre has been used predominantly as a peak period facility to distribute Christmas stock to the M&S stores. However, the past four months have seen it develop into a true National Distribution Centre and the number of temporary colleagues has risen from the usual 40 at this time of the year to in excess of 400.

Colin Shelley, who has been the on-site co-ordinator since TBC was awarded the contract, has been instrumental in delivering this increase whilst training new members of the Account Management Team to cope with the increased requirements.

His commitment to the site in terms of working additional hours and in some cases extra shifts has not gone unnoticed by either TBC nor NDL's senior management team and to recognise this Colin was presented with M&S gift vouchers by Paul Fairbairn – Site Manager NDL, as a small appreciation of his hard work. Regional Manager, Darren Ainge,

commented: "Colin has lived and breathed this site for the past seven years and I'm sure the past few months have really felt like it. Without him it would have been so much more difficult to have achieved our objectives and it's particularly great when a member of our team is recognised by the client as it means so much more to them."



Pictured Colin Shelley - TBC on-site co-ordinator and Paul Fairbairn - NDL Site Manager

Kenny Harland - Leeds Branch employee of the month

The employee of the month for March was awarded to Kenny Harland by TBC's Leeds branch for work 'beyond the call of duty'.

Kenny was nominated by Mark Newlands, Warehouse Shift Manager and his management team at Wincanton following his outstanding commitment to helping the customer overcome business-affecting issues caused by extreme weather conditions.

"During all the bad weather which hit Bradford during the month of March that caused total gridlock - not only to Bradford but also to the surrounding areas - as a business we were left in a very precarious position due to the snow. We could not get the Radial van/boxes and trailers into the bays for loading our customer orders.

"We put a call out to all full-time employees and agency employees for help. Kenny not only walked to work in blizzard conditions, he then spent 10 hours shovelling snow on a Saturday in the yard and came back to work on Sunday - without even being asked to do so - spending another 10 hours shovelling and clearing snow to allow the loading to take place. Kenny is a complete asset and an ambassador for what 'One Team' stands for and it is an absolute pleasure to have Kenny as part of the Home Delivery team here at Bradford," said Mark.

Congratulations to Kenny for his dedication and commitment to the customer – it clearly hasn't gone unnoticed!



left to right Dave Buckingham (Wincanton employee), Kenny Harland (The Best Connection temporary worker), Shaun Grimshaw (The Best Connection Onsite Co-ordinator)

Team assembling for Dartford opening

Under the leadership of Andy Clark, the new Dartford team is currently being assembled in preparation for the branch opening on 17th June.

Carl Johnson, senior consultant on Dartford Industrial 1, will be running the new branch on a day-to-day basis. "I started my career in Maidstone in September 2010 after finishing my degree in Sports Science at The University of Greenwich. I am looking forward to opening the new Dartford branch and furthering my career with TBC."

Sam Bearman is a C1 consultant focused on the Dartford HGV plan. He started his career with TBC in Maidstone a year ago after completing a law degree at the University of Lincoln. He tells Best News that he is looking forward to the dynamic challenges and conquests that running a brand new desk will present. We're sure he won't be disappointed!

Abigail Shepherd, who joined TBC in November 2012, works with Carl Johnson on Dartford Industrial 1. Before TBC Abigail studied Business Studies at Portsmouth University. 'I am looking forward to a prosperous future with the

company," said Abigail.

Ria Johnson has joined the Dartford team as administrator. Ria has been working as a part-time administrator in Insurance for the past two years and is looking forward to supporting the development of the new office.

Marcus Jepson, regional manager, commented: "We are very excited to be opening a TBC branch in such an important location as Dartford. Dartford and the surrounding areas are

undergoing significant investment and redevelopment. Being situated near to the London Gateway, home of the new deep port terminal in Tilbury, it is ideally placed near the Thames to capitalise on this growth in business."

We would like to take this opportunity to wish the new Dartford team every success and look forward to catching up with them in future issues of Best News.



The Dartford Team

100KM Charity Walk for Rene

TBC's Area Manager, Rene Hawkes and his fellow walkers from Screen Solutions, will be tackling the Gurkha Trailwalker Challenge on July 27th. The grueling 100KM charity walk will raise money for Oxfam and the Queen's Gurkhas. The event, which originated from a training exercise to test soldiers' stamina and teamwork skills, will take the intrepid team non-stop across the Sussex and Hampshire South Downs

"We aim to complete the challenge within 25 hours. This means walking non-stop and through the night. Is it tough? You bet. Is it worth it? Of course! Are we mad? We must be!" says Rene.

The distance covered in this exercise is equivalent to two and a half marathons back-to-back - or walking from central

London to Dover - so we hope the guys have some good footwear.

Walking under the banner 'The Empire Strides Back,' the team, which comprises Dan Valovin, Rene Hawkes, Jo Willett and Chris Mehr supported by Nick Pirie and Kenny Higgs, hopes to raise £2,000.

"We are passionate about the fantastic work Oxfam does and the support the Queen's Gurkhas have given the British Army - and so to us - over the past 200 years. The money will make a huge difference to many people's lives around the world," added Rene.

If you would like to find out more about the event or donate please visit: original.justgiving.com/theempirestridesback

A Day in the Life of ... **Bruce Trower** Senior Manager, Plymouth, Exeter & Taunton

How do you start your working day? Having started in recruitment in 2000, it still amazes me that no two days are the same. My day will generally start with a visit to one of the three branches I look after - Plymouth, Exeter and Taunton. I'll make a call to each office to catch up on overnight activity from the out of hours mobile and discuss any issues that may have arisen which always makes the day feel better.

My base branch, Plymouth, is the most south-westerly branch for TBC. It is my main office where we run 2 Industrial (the 2nd opened last year) and 1 HGV plan. I truly believe the strength of the branch lies in its service and retention of its clients, temporary workers and also in the great team work and ethic that is constantly displayed by all within the branch. Traditionally, the branch peaks in the summer months when everyone flocks to the area for their holidays. It can be a logistical nightmare for many of our clients so it is always a challenge to ensure we get the balance of our recruitment right to meet the extra demands.

Moving forward, a future growth area in Plymouth will be to target clients in the Cornwall area.

What does a typical day at work consist of? First thing in the morning I speak to all the branches to clarify what the priorities are for the day. I spend time with the team and review their canvassing schedule. I find bouncing ideas around is a very important part of my role. I also look at the new customer and service visits and discuss the key achievable objectives for the day. These are always high on my list. I will always try to go on as many new visits as possible as I find my local knowledge and contacts can often help TBC to achieve a positive outcome.

What keeps you going through then day? Working with Darren Pollard! We have a good working relationship which I think is key to our success. Keeping a happy atmosphere in the branch is particularly important to me. I encourage a happy working, competitive environment as I think it works well and gets the best out of people. I know that by treating people in the right



Bruce Trower

way they will come up with the goods when required. I enjoy a nice lunch - preferably healthy sandwiches to keep my concentration levels up. I have sometimes been known to grab a good old Cornish pasty when I'm out on the road. My guilty pleasure!

What's a good day for you? One of my best times recently was assisting Paul Crocock with opening the Exeter branch last October. This was important in that it links the 75 mile gap between Plymouth & Taunton. I enjoy the day-to-day tasks of working with the team in Exeter - building the business and establishing the branch within TBC's network. Generally, a good day is filling all bookings, but the buzz of a new client always sits high on my list especially when we have taken it off of a competitor, because they will not get it back!! I always like my team to leave on time knowing everything is boxed off for the day and we are properly prepared to cover the out of hours phones at night.

A bit about myself I live in Plymouth and have three grown-up children who all live locally. Amy is a Teacher of Geography and outdoor education in Cornwall, Hayley works for Plymouth City Council in events and Nathan has recently joined the Navy and has qualified as a helicopter technician. They come back when they want something, sounds familiar?! I love cycling on the road and track as well as cross-country running (Hashing) which always seems to end up at the pub! My weekends are spent with my partner, Donna, walking and cycling. We both enjoy good food (and lots of wine) at home and eating out.

Things for the future Watch this space - soon to open a TBC Branch in Cornwall . . .

Canvassing Competition Winner

Phil Simmonds' regional canvassing award has been won by Lisa Whitehouse from TBC Leeds. Phil has been running the incentive for 12 months to rally the troops and Lisa has risen to the challenge.

"Lisa has done a fantastic job and has converted a lot of new clients over the year. Not only did she win the overall competition but she managed to show consistency hitting the best figures for most weeks and months," said Phil. For her achievement Lisa received a £75 voucher and a certificate. **Well done Lisa!**



Lisa in Leeds winning the annual sales competition - presented by Phil Simmonds

10 Years with TBC – where did it go?

It is true to say that TBC would not be where it is today without the loyalty and dedication of its staff. Best News is delighted to announce that 53 more employees have recently joined the ranks of the other denarians in the Group.

In recognition of their long service, each 'denarian' has received a £500 gift voucher.

Congratulations to you all for your hard work and here's to the next ten!

Here's a montage of the 10 year presentation photos – there are too many to include all of them so we've compiled a selection and listed the names below.

We would like to extend our best wishes to Mark Rogerson who recently emigrated to New Zealand after 10 years with TBC.



Darren Ainge
Valerie Anderson
Robert Ashworth
Billy Bell
Richard Brown
Tina Burgess
Darren Cole
Lorraine Corbally
Paul Crocock
Kathleen Diamond
Derek Eelloo

Cheryl Gardner
Russell Grantham
Dawn Hackett
Faye Harrison
Carole Harrison
Rene Hawkes
Clare Hayes
Peter Hemmings
Marlene Jeffries
Marcus Jepson
Carina Kerridge

Daniel Keyes
Timothy Latala
Sharon Latif
Stephen Leather
Rebecca Maddocks
Emma Marde
Richard Marsh
Deborah Martin
Scott Meredith
Mariana Moreno
Dipak Patel

Andrew Presley
Joan Riley
Eric Robinson
Sharyn Rogers
Mark Rogerson
Victoria Rose
Inderjit Sanghera
Claire Schaus
Patricia Shuck
Philip Simmonds

Simon Thompson
Wayne Tighe
Valerie Turbutt
David Walter
Dawn Waspe
Tracey Whitehouse
Lynn Whyte
Maria Williams
Jeffrey Williams
Paul Young

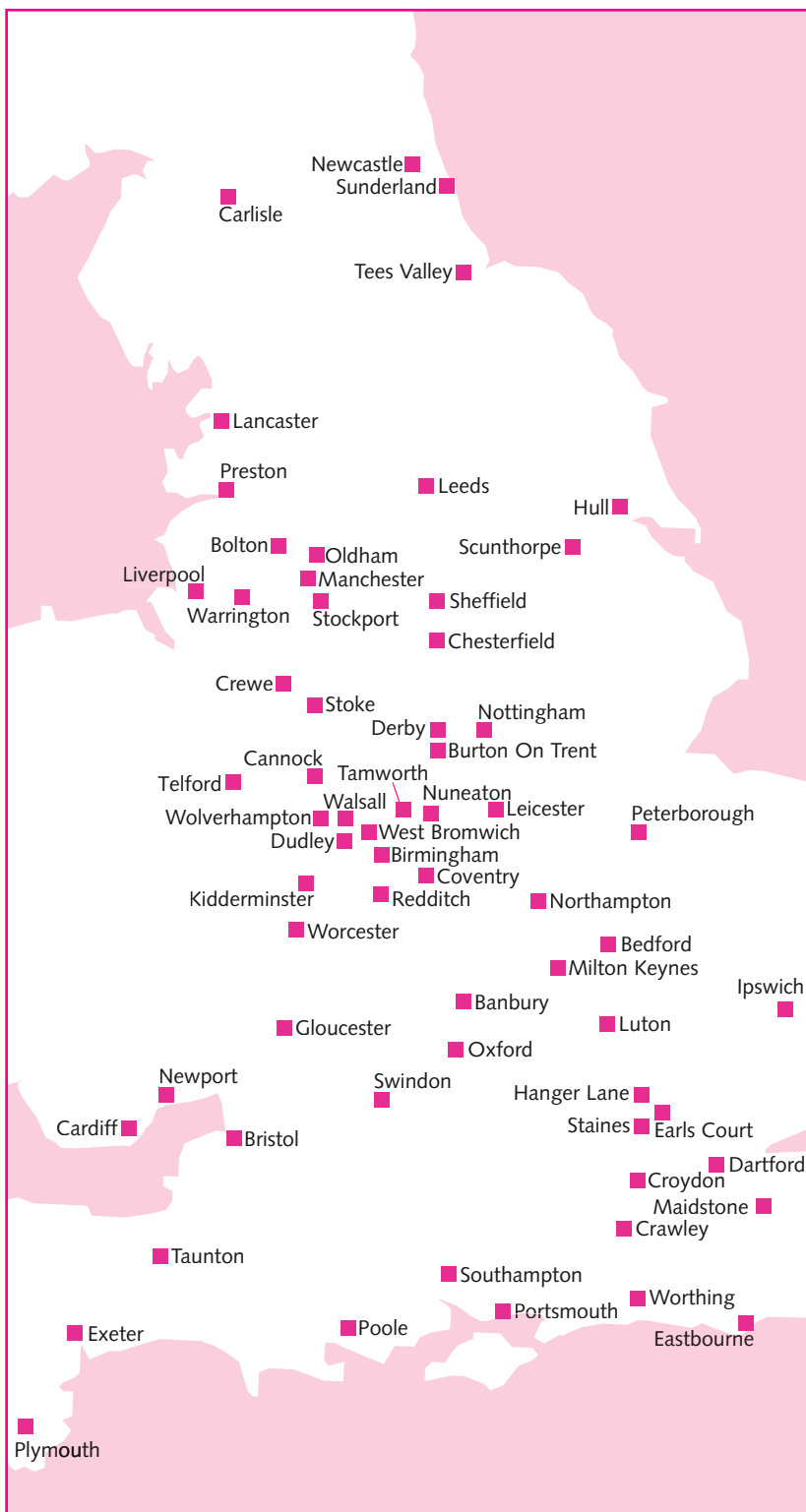


The Best Connection

EMPLOYMENT GROUP



Location	Tel Number	Fax Number
Bedford	01234 212123	01234 341210
Birmingham	0121 628 8000	0121 285 1056
Bolton	01204 394400	01204 238059
Bristol	0117 957 6999	0117 200 0003
Burton	01283 545333	012833260012
Cannock	01543 468260	01543 621001
Cardiff	02920 494700	02920 090178
Carlisle	01228 590690	01228 830057
Chesterfield	01246 209222	01246 747001
Coventry	02476 228040	02476 109996
Crawley	01293 515333	01293 311001
Crewe	01270 251100	01270 260072
Croydon	0208 256 0120	0203 137 9695
Dartford	01322 277257	01322 220603
Derby	01332 291444	01332 402006
Dudley	01384 230003	01384 901001
Earls Court	0207 373 1129	0203 137 3073
Eastbourne	01323 887111	01323 700028
Enfield	0203 1379870	0203 1378690
Exeter	01392 435468	01392 690233
Gloucester	01452 383303	01452 204001
Hanger Lane	0208 998 9910	0203 137 2334
Hull	01482 610160	01482 900008
Ipswich	01473 210584	01473 379007
Kidderminster	01562 66555	01562 214001
Lancaster	01524 383438	01524 291002
Leeds	0113 243 1033	0113 859 0268
Leicester	0116 251 2363	0116 347 0002
Liverpool	0151 236 0111	0151 329 2289
Luton	01582 405 444	01582 214 002
Maidstone	01622 664999	01622 523000
Manchester	0161 237 9333	0161 375 9551
Milton Keynes	01908 699466	01908 410237
Newcastle	0191 230 2007	0191 328 0900
Newport	01633 842164	01633 901000
Northampton	01604 629888	01604 280002
Nottingham	0115 958 5880	0115 824 0232
Nuneaton	02476 382211	02476 109408
Oldham	0161 626 4222	0161 375 8079
Oxford	01235 550077	01235 250009
Peterborough	01733 555672	01733 514002
Plymouth	01752 672222	01752 414005
Poole	01202 682282	01202 237184
Portsmouth	0239 286 4411	0239 316 2028
Preston	01772 201777	01772 441000
Redditch	01527 591141	01527 431001
Scunthorpe	01724 876111	01724 571000
Sheffield	0114 275 8181	0114 359 1005
Southampton	023 8033 3188	02380 000049
Staines	01784 450555	01784 603001
Stockport	0161 968 1964	0161 375 3895
Stoke	01782 209666	01782 435004
Sunderland	0191 567 1100	0191 580 0384
Sutton In Ashfield	01623 857976	01623 272101
Swindon	01793 542211	01793 250065
Tamworth	01827 53333	01827 230024
Taunton	01823 330621	01823 240039
Tees Valley	01642 672655	01642 688103
Telford	01952 898242	01952 780041
Walsall	01922 639000	01922 214043
Warrington	01925 629666	01925 320015
West Bromwich	0121 553 7755	0121 285 3309
Wolverhampton	01902 773000	01902 504102
Worcester	01905 731777	01905 700027
Worthing	01903 234500	01903 680092



Opening soon, Bedford, Dartford and Sutton in Ashfield

The e-mail address for each branch is the branch@thebestconnection.co.uk
e.g. burton@thebestconnection.co.uk

For a complete list of branches and contact details,
please visit www.thebestconnection.co.uk