

# SWS... BEST NEWS



## Scotland – Here We Come!

I would like to start by saying thank you to all the people that were involved in the Fisher House charity campaign who gave up their time and money to make a difference to people's lives. It was, indeed, memorable for many reasons and particularly as it underpinned our 25th anniversary celebrations. It has been a resounding success that demonstrated the spirit of our company and people. After 12 months of ingenuity, fun and sometimes hardship your efforts have culminated in a donation of £50,000 which Neil and I had the pleasure of presenting to Fisher House this month.

This time around, SWS Best News is, once again, crammed with stories about your activities and successes from across the country along with Group developments and initiatives, some of which I would like to mention. We have long considered extending our reach to Scotland and now this has become a reality with our first branch in Glasgow. Establishing a base north of the border will allow us to more effectively serve our larger national clients who have distribution centres in the region. This is the start of our journey in Scotland that will open many further business opportunities I am sure. Expansion is a common theme as we continue to develop across Group companies with TBC UK, TBC Inc. and Bailey Care all opening new branch locations and taking on new staff. SWS Group has also become larger with the recent acquisition of Backline Logistic Support Services Ltd, a name that will be familiar to some of you. Backline will strengthen our presence, particularly in the South West region and offer a number of new complementary services. Backline is a strong brand in the south west and it is our intention to build upon the Backline name. We look forward to a smooth integration to the Group and welcome all their staff to the SWS community.

A topic of broad interest is apprenticeships. As a Group that offers apprenticeship training, it is of major importance to us and an area of employment that will help to address the skills gap in many areas – particularly one close to home - LGV driving. This month we sponsored Bromsgrove Jobs Fair which was organised by MP for Bromsgrove, Rt Hon Sajid Javid. Over 80 businesses vied to attract the many young people who were keen to investigate this important route to employment and we were delighted to be part of it.

In this issue, we also again touch on a difficult subject, modern day slavery. It is incomprehensible that in this day and age in the UK, this activity could exist, but sadly some unscrupulous

criminals are taking advantage of vulnerable people and we need to be aware of any signs that would indicate this activity. We are fully committed to the Stronger Together Initiative developed by the Gangmasters Licencing Authority, the Association of Labour Providers and Migrant Help. Guidelines and information have been made available to our workforce and clients to assist in identifying the signs of modern slavery including what to do in the event of suspicion. Our website is a good place to start.



Andrew Sweeney

As we approach the end of Q1 2017, our business continues to be buoyant and resilient in the markets we serve. Our competitive advantage is you - that is - all the people in our business that contribute in many ways to make us easy to do business with. Thank you for your hard work and dedication. Finally, I hope you enjoy reading about these topics and I look forward to sharing your contributions in the next issue.

Andrew Sweeney  
Chief Executive



### NEXT ISSUE...

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

**tel: 01926 843693**  
**mob: 07976 284248**  
**email: [jan@marketnotions.com](mailto:jan@marketnotions.com)**

# Is the truck driver an endangered species?



Yes, is the simple answer – but we can do something about it! More on the solution to follow but first, what is the reality of the current driver numbers? Estimates suggest a shortage of around 50 - 60,000 LGV drivers in the UK. If this isn't startling enough, compounding this situation is the makeup of the driving population.

Currently, of the 600,000 LGV licensed drivers, their average age is 57 with around 25% of these set to retire in the next 10 years! We are reaching a crisis situation and unless technology throws a spanner in the works with driverless technology, for example, industry will suffer. With 85% of all goods consumed in the UK being moved by road, an LGV driver shortage threatens to bring business to a standstill. With so few new drivers

coming into the industry much needs to be done and now. So, what's the answer? FleetMaster believes it is training a new generation of drivers and they are on a mission to deliver!

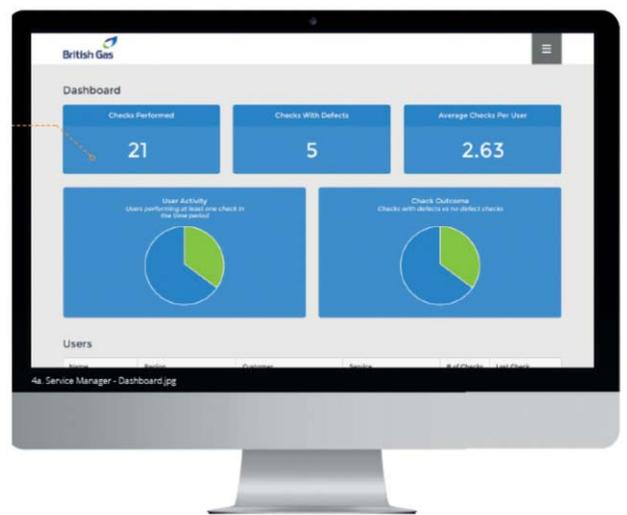
With only 17,000 new LGV drivers qualifying each year the driver shortage will inevitably increase. As a team, FleetMaster and The Best Connection will work with operators to address this decline. With investment in new, dedicated LGV driver training centres located around the country and access to FleetMaster's successful Driving Academy, employers can take advantage of the surge in apprenticeships to help them overcome their driver shortage. This route has become popular since the announcement of the Apprenticeship Levy which includes a license acquisition standard.

FleetMaster's Driver Academy offers a modular approach to driver training which has been honed over many years to address both the theoretical and practical elements of learning to drive an LGV. To support demand for training services, the SWS Group is investing in developing a new training centre based at the prestigious rugby league ground of Dewsbury Rams. When finished, the facility will become a state of the art DVSA (Driver and Vehicle Standards Agency) test centre.

FleetMaster understands that driver development is all about people – and that's precisely what makes FleetMaster Driving Academy unique, and effective. If you have clients that would benefit from FleetMaster training, please get in touch.

## FleetMaster launches vehicle check app to improve road safety

Checking whether or not a vehicle is roadworthy has just become a whole lot easier with the development of a new app from FleetMaster. The web-based system gives users the ability to capture vehicle-check information on a mobile device, in an easy to use format. It allows multiple companies and users to be registered, providing a full audit trail and escalation process. The app includes a range of management and supervisory access rights with a Supervisor function giving full administrative control of the overall system.



Example dashboard

From a practical perspective, those undertaking the checks are provided with a series of questions relating to the vehicle check which must be completed. Responses are input with optional comments added if required. The data is updated in the system real-time. The app allows access to user activity and outcomes and of particular importance, any safety-related observations are documented and escalations prompted using warning messages. Photographic evidence can also be captured and all data is time and date stamped. Thanks to Fleetmaster, road transport will be a little safer.

# The Best Connection at Bromsgrove Jobs Fair

The Best Connection sponsored the Bromsgrove Jobs Fair on Friday 3rd March. The event, which is the third to be organised by Rt Hon Sajid Javid, MP for Bromsgrove, provides young people with the opportunity to talk to potential employers about real opportunities, obtain career advice and to learn about CV preparation and all important interview skills.

"The Best Connection grew up in the Midlands over 25 years ago and we now have our Group Head Office in Bromsgrove so we were delighted to attend what is a local event for us. It is important for us to capture the imaginations of young people and to educate them about the real-world

opportunities that exist across the diverse markets we serve and the range and types of jobs that people undertake. For those youngsters that are interested in apprenticeships, we were also able to offer some good advice on how to get started," said Neil Yorke, Director.

The event was a great success with many prospective candidates visiting the stand to share their CV's and job aspirations. Interest was expressed by a number of attendees whose details have been forwarded to TBC Redditch branch, whilst others were keen on pursuing Administration or IT roles at Head Office.



L to R: Rt Hon Sajid Javid, MP, Lottie Jarvis, Andrew Sweeney & Andy Guest

## Modern Day Slavery

As an update to the article in the last issue of SWS Best News, we have put together some 'best practice' points to consider when interviewing a candidate or visiting a client's premises. We have also written to our clients confirming our commitment to combatting Modern Slavery in the workplace.

- All applicants must complete the registration forms in branch whilst observed by The Best Connection staff
- All interviews are conducted face to face on a one to one basis
- Consultants should ensure that no one is observed directing, controlling or organising a worker and that they have attended of their own volition
- All clients should be provided with the Stronger Together guide to spotting modern slavery whenever a COTB is sent out

- Staff, clients and temporary workers should all be aware of the whistleblowing@thebestconnection.co.uk email, which can be used to confidentially report any concerns they have about Modern Slavery

- If you have any concerns or feel you would like to share any information on this subject, please approach your line manager

**stronger  
together**

tackling hidden labour exploitation

<http://stronger2gether.org/>

# Fisher House receives cheque for £50,000 from SWS Group

Well, doesn't time fly?! It seems like yesterday when we first announced that SWS was sharing our 25th birthday celebrations with a charity fundraising campaign for Fisher House. Although a distant memory for some, there was a great deal of blood, sweat and tears shed in lots of the events and activities that so many of you put yourselves through. In some instances – that was literally!

It is with great pride that SWS Group was able to raise a total of £50,000 for Fisher House which will go a long way to supporting the facility and its vital services. SWS Group Directors, Neil Yorke and Andrew Sweeney were delighted to hand over the cheque to Justine Davy (Head of Fundraising) and Dave Watson, Patient Advocate and Fisher House ex-resident.

It goes without saying that this couldn't have happened without your hard work and support – and the kind donations made by so many. Thank you all. And by the way – did anybody ever discover the whereabouts of Recci and Cooper bears? We think this might remain a secret!



L to R: Neil Yorke, Andrew Sweeney, Justine Davy, QE/Fisher House & Dave Watson, Fisher House

## Richard tackles Three Peaks Challenge for Motor Neurone Disease

Richard Jarvis from TBC's Derby Driving Division is preparing to take on the daunting Three Peaks Challenge in support of Motor Neurone Disease. Along with a team of friends, Richard will be setting off on Saturday August 19th to climb Ben Nevis, Scafell Pike and Snowdon, in just 24 hours.

Fundraising is going well with £1,861 raised towards their £6,000 target.

This challenge is not for the faint hearted as it involves a total walking distance of 26 miles and climbing to around ten thousand feet. And then there's the logistical task of travelling over 460 miles

to reach each of the three locations!

"Myself, family and friends have formed Team Jarvis to raise money for the Motor Neurone Disease Association (MNDA) because my father was diagnosed with MND in January 2015. Sadly, his battle with MND ended on the 18th February 2017. He was an incredible man with a great sense of humour and a strong passion for the outdoors, walking 5-10 miles each day with his Labradors and Springer Spaniel. MND is a cruel and debilitating disease that progressively attacks the motor neurones, or nerves, in the brain and spinal cord. This means messages gradually stop reaching muscles, which leads to weakness and wasting. We hope that the money and awareness that our walk will raise will contribute in some way to helping the fight against this devastating disease," says Richard.

We wish Richard and his friends all the best and hope the sun shines for them.

You can support Richard and the team here: [https://www.justgiving.com/fundraising/Jim-Ellington3peaksMND?utm\\_id=26](https://www.justgiving.com/fundraising/Jim-Ellington3peaksMND?utm_id=26)



L to R: Rich Jarvis, James Ellington, Charlotte Bradford, Richard Rumsby, Vicky Jarvis, Jason Allen, Katie Bradford, Mark Bradford & Tim Ellington

## A Day in the Life of . . .

# Justine Davy,

Head of Fundraising, QEHB & Fisher House



**How did you get into charity work?** I used to work in marketing but came to the hospital as my father was being treated here. I only went to the Charity to ask if I could do a skydive and raise some money for them and four years later I'm still here!

**What is it about your role that gets you out of bed in the mornings?** The fact that I am honoured to work for the Charity and what the team do here can make a difference to patients and their families who are going through traumatic times.

**How many meetings do you attend in a typical week?** Anything from 3 to 10, it just depends on the week and the time of year. The only months that are quiet are the summer months - the rest of the year is busy, busy!

**How do you begin your working day?** With a cup of coffee (or 3) and catching up on emails – I'm a person who plans and so I normally know what I want to achieve in the day before I sit at my desk - though sometimes that just doesn't happen as I planned it.

**What's the first thing on your mind when you get in your car?** Am I going to make it on time to the train?! And the second thought is – will the train be on time today?!

**How do mornings differ from afternoons?** They don't differ really - it's just a case of getting as much done as I can and looking after the team and the people who kindly support the Charity.

**What is your favourite lunch venue/meal?** My normal lunch venue when at work is my desk – and my favourite meal is chips, or chocolate . . . or both, actually!

**What part does travel play in your role? How much do you enjoy your car and driving?** We don't really travel far for work, but do go and visit fundraisers and supporters. I LOVE my car and I like to drive - not sure my husband likes my driving though!

**What would you do without your mobile phone?** Have some peace and quiet!

**What makes you laugh a lot at work?** The team that I work with - we all get on well and work hard so laughter is a good way of de-stressing.

**What's your biggest bug-bare?** I don't really have one – oh, yes I do – people who are cruel to animals.

**Has your day job evolved naturally since you joined Fisher House?** Fisher House is just part of my job; I also fundraise for all departments at the Queen Elizabeth Hospital Birmingham, but Fisher House is a big part of that. With more UK military families staying at the house than previous years and the fundraising team needing to raise over £250,000 for running costs, it means that we need to focus on keeping that income coming in and assisting our supporters and donors.

**How do your friends and family think about the work you do?** I think that they are proud of what I do and they were especially proud when the Charity won a "Millie" (The Sun Newspaper's Military Award) for 'Support to the Armed Forces' though they are a bit sick of seeing my face on the TV or photos online with the Charity!

**What is the most challenging part of your day to day job?** Meeting families who have lost a loved one – it certainly puts things into perspective.

**Do you have any obsessions?** Chocolate, fizzy drinks, tidiness?! I do have a tidiness obsession – in the kitchen especially.

**What's the most common request from your colleagues?** To stop singing - normally the same song over and over again!

**How do you balance work and play?** I go to the gym (only so that I can eat cake and chips) and go to the cinema quite a bit and spend time with the family.

**What do you enjoy most about your job?** Meeting people. I meet so many people who have encountered great challenges with their health and all they want to do is support the hospital and say 'thank you' to the nurses and doctors who have saved their lives – it's very humbling.

**How do you deal with tasks you would prefer not to do?** I procrastinate – but then in the end the task just needs to be done, so I just get on with it!

# Bailey Care gets off to a great 2017

It's not a secret that social care provision in the UK is going through a challenging time and inevitably this has had an impact on our business. However, as a result of having to adapt to the changes in the industry, Bailey Care Services (BCS) has emerged a much stronger business and the future is looking positive. Lisa Rothnie, Operations Manager, BCS, explains: "Bailey Care got off to a flying start in 2017 – but more on that in a moment! Looking back at 2016, it was definitely a year of ups and downs for Bailey Care, with the stand-out highlights being the achievement of two Care Quality Commission (CQC) ratings of 'good' in all five key areas for two of the domiciliary divisions and the promotion of Julie Charters to Branch Manager for Melksham.



Lisa Rothnie

"Social care provision in the UK has been in the news a lot over recent times, unfortunately mostly on the negative side! At the time of writing, the BBC has covered the problems local authorities (LA) face in finding adequate funding to support social care and the Government is considering allowing LA's to increase local council tax to pay for this.

"As a result of the ongoing financial squeeze, three major nationwide care providers have already withdrawn their services to LA's due to the current pay model being unsustainable. LA's have been unable to pay the 'going rate' for almost two years and the impact is starting to show. As a result, 2016 ended with the closure of two domiciliary divisions in Bailey Care but also with

an exciting, forward-looking plan being put in place for the expansion of the branch network to grow the residential division. This includes the opening of new offices in Poole and Newport, Gwent, which are due to go-live this April."

New to the helm at the Poole office, we welcome Pier Sinclair who joins Bailey Care in March. Pier has the task of building her team and growing the business in this region. Julie Charters will be overseeing the new Newport office along with her Melksham management remit whilst Nicola Haddock, Co-ordinator in the Melksham team, will be relocating to the Newport branch to support Julie in establishing the Bailey Care brand in Wales.



Julie Charters



Nicola Haddock

There is a baby boom in the Worthing Bailey Care office with both Manager, Ami Smithers, and Co-ordinator Rachael Hart, expecting in May and April. To cover maternity leave, two new trainees are joining the Worthing team and will be helping the operation to expand into a second area from the Worthing branch residential division.

**It's all go at Bailey Care Services and we wish them a successful 2017!**

## Five Great Years for Sarah at CPA

We would like to extend huge congratulations to Sarah Goodman who is celebrating her fifth anniversary at CPA this year.

Sarah joined CPA as a graduate in 2012 having completed a BSc in Psychology and like a lot of other young talents, she 'fell' into recruitment and has been with the business ever since!

Sarah became part of an interim team, before moving into permanent recruitment after almost two years. She specialises in the sourcing of new product developers, process technologists and packaging experts, working with clients such as Mars, Greencore and Moy Park. Sarah has recently been promoted to Divisional Manager of New Product Development and is now in the process of growing the division further and mentoring a new member of the team.

Outside of work, Sarah is a keen traveller and sports enthusiast!



Sarah Goodman being congratulated by James Constable

# Matrix Training Gains Accreditation for Information Advice and Guidance

**In January this year, Matrix Training & Development successfully gained re-accreditation for the Matrix Standard for Information, Advice and Guidance.**

The Matrix Standard is the unique quality framework that allows organisations to assess and measure information, advice and guidance services, which ultimately supports



Phil Hutchinson

individuals in their choice of career, learning, work and life goals. It is used throughout the education sector as a quality benchmark.

To achieve the standard, Matrix underwent a rigorous, two-day assessment during which learners, employers, managers and staff were interviewed and processes and procedures were tested. Following the assessment, a number of key strengths were recognised in the final report:

It was identified that Matrix promotes a passion for improvement as part of its values and this was demonstrated throughout the assessment. In addition, the environment is characterised by team working and a whole team ethos in which staff feel part of the bigger picture and work together to support each other.

Stakeholders said Matrix distinguishes

its offer from other providers through regular and effective communication of information with the focus on individual learner needs. The e-portfolio system introduced by Matrix has helped with service differentiation and proved to be a real strength in terms of improvement.

“Achieving this standard is recognition for all of the effort our team makes to ensure learners and employers are provided with the highest standards of service when they choose to use Matrix as their training provider,” said Phil Hutchinson, Director of Matrix Training.

See <http://matrixstandard.com/> for video explanation of the Standard.



## Bailey Employment Services expands

# Melksham team

There are exciting times ahead for Bailey Employment Services! Since 2016 the Melksham team has doubled in size and now, with nine professionals driving forward three plans, the sky's the limit. We are told that the Industrial desk is generating new leads and winning business opportunities to complement its well established long-term clients. The HGV desk has already exceeded its 2016 weekly financial targets by over 25% and a new team, heading-up the commercial temporary and permanent desk are busy supplying services to both clients and candidates alike. It's a great start from the team and we wish them a successful 2017.



L to R: Dave Butler, Haydn Hann, Trudi Williams, Joe Lacey, Emilio Menghini, Matt Phillips & Jon Mills

# TBC Onsite Connection

## supports prestigious Wincanton Amazon contract

**They say that people buy from people and in this business-win example with Wincanton, the relationships built between TBC Managers, Jason Melia and Michelle Fallows and Wincanton's management team is no exception. It is a testament to relationship building - having said that – at the end of the day you still must deliver the goods and keep the client happy! So, what was the deal?**

Wincanton's contract with retail giant Amazon required the fulfilment of immediate staffing demands and Wincanton turned to TBC to deliver. TBC was initially selected as lead provider with a chosen second tier supplier, however, within the first couple of weeks it soon became apparent that TBC was very organised and the second-tier supplier, not so. As a result, the team was asked if TBC could supply all the staff! Of course, the

response were a resounding yes!

Michelle Fallows, Branch Manager, TBC Bolton, explains: "After we were awarded the contract for the Wincanton Amazon project we needed to respond very quickly and proactively. This meant utilising all the available experience and resource we had at our disposal. From the initial meetings, it was obvious that we would need support from our Onsite Connection team to ensure the smooth, efficient running of the contract. This would also allow us to work alongside Declan Frain, the nominated on-site consultant, more effectively.

"From this point on, TBC engaged Onsite Connection to leverage their expertise and to deliver a solid peak. The Bolton branch managed all the recruitment for the site while Declan Frain delivered an

excellent on-site facility with the support of Onsite Connection utilising the KPI reports and Automate plus," added Jason Melia, Senior Manager.

As a result, all parties worked harmoniously to deliver one of the most successful peak periods that Wincanton has experienced with the Amazon contracts. We would like to give a special mention to Onsite team members, Matt Filipak and Alex Durman who did an excellent job with regards to training Declan. Well Done to all involved and what a great example of shared success!



## New Darlington Branch makes it No. 4 for North-East region

In December 2016, due to promising growth in the region, The Best Connection opened its doors to a new branch based in Darlington. This is the fourth branch in the region after Newcastle, Sunderland and Middlesbrough. The team has forged some excellent working relationships in the area with long-standing clients and look forward to welcoming new partnerships within the thriving local economy.



Jeff Gray

Commenting on the new office, Jeff Gray, Senior Manager, said: "It has been an excellent year for the Middlesbrough branch and this has proved to be the springboard for this expansion in the region. Darlington will consolidate our presence and commitment and offer greater local support."

Darlington branch is located on Duke Street which is in the centre of the town, close to local businesses and has great access to the busy Industrial estates. "We have already generated great foot fall for candidates, especially drivers," added Jeff.

TBC welcomes back Jessica Alderson, HGV Consultant. Jessica previously worked on the driving desk in Middlesbrough and brings with her a wealth of experience in business development

as well a thorough knowledge of the sector. Paul Garner, who has previously worked with Helen Bainbridge and Jeff Gray, brings over 20 years' recruitment experience to the team across the industrial, commercial and engineering sectors.



L to R: Paul Garner (Snr Ind Cons), Lauren Dean (Branch Administrator), Liam Duff (Ind Cons), Jessica Alderson (HGV Cons), Helen Bainbridge (Branch Manager) and Phil Simmonds (TBC Company Director)

## acquires Backline Logistics

As part of its planned growth strategy, SWS Group has acquired South West-based employment business, Backline Logistic Support Services Ltd. Backline is a specialist employment agency, supplying driving and industrial staff to the distribution, transport and industrial sectors. The business also supplies trades people and specialist operators along with running accredited training for drivers and materials handling operators.

Backline has offices in six locations; Exeter, Avonmouth, Bridgwater, Plymouth, Winchester and Yeovil and also operates an 'outbase' facility that provides customers with secure parking and cross-docking capability. Customers use this to optimise driver distance from delivery points in the region.

"Backline is a successful and well respected business that will add a range of complementary services to the SWS Group along with a loyal client base. The Backline brand is very strong and with the resources of SWS Group we plan to build on that strength," said Neil Yorke, Director, SWS Group.

Driver training is delivered to Backline's driver team temporary

workers and to its clients. This includes CPC and ADR (hazardous goods). As part of the acquisition, Backline will benefit from the use of the ctsDRIVE system and integration to StaffPlus. This will provide greater levels of compliance, operational visibility and quality control as clients have access to the system.

The integration of Backline into the SWS Group and the implementation of ctsDRIVE software will be led by Mark Gooden, Director, City Transport Solutions (CTS), who will work closely with Backline's Chief Operations Director, Julian White and Kelly Hughes, Business Manager for the outbase facility.

"In addition to the integration of ctsDRIVE as the front-end operating system for the Backline branch network, we are also looking to establish a second haulage hub at the Exeter outbase that will complement CTS's existing haulage operation at Leighton Buzzard. The transition will be supported by Backline's central administration team based in Dartmouth and managed by Sarah Nicholls and I look forward to working with the team," Mark Gooden commented.

## TBC Inc. Expands

TBC Inc. is expanding and the team are poised to occupy a new office in Woodbridge. Located within the Greater Toronto Area, Woodbridge is a suburban centre of the City of Vaughan. Many companies have chosen Vaughan as the site for their operations, from large automotive manufacturers to smaller food processing facilities. The new office location is also easily accessible by local transport providing great access for temporary workers.

Many businesses are located within a mile radius of the office which certainly cuts down on travel! We are told that a TBC Inc. client that uses a large volume of temporary associates can be seen from the office window! In preparation for the opening, the team has been working to build up some local business and has secured several accounts already.

"With Vaughan opening we now have what I call the triangle between Vaughan, Brampton and Mississauga. This triangle captures a large amount of business and the industrial workforce. It is always exciting to see the vivacious pink walls in another new TBC Inc office," says



L to R: Riley Pearson, Christine Fielding & Elliot Mendoza

Elliot Mendoza, Branch Manager.

The Best Connection Inc. is becoming known in the Greater Toronto Area, which means the team often receive referrals from both temporary staff and businesses alike.

"Receiving positive feedback and testimonials from our clients reinforces the hard work that everyone puts in to growing our branches. We are looking forward to many more pink walls and making a bigger dent in the market!" added Elliot.

# Danny Keyes' Sales Competition Winners

Well, it was a long haul but the overall winner of Danny Keyes' annual sales competition can now be announced. Pipping her rivals to the top spot was Steph Delahaye, TBC Redditch, with an impressive 195 points.

"Steph has consistently pushed to exceed her weekly call and visit target which has resulted in a well-deserved win," said Danny.

The winner of the final quarter of the sales competition was Peter Christie, also from TBC Redditch. Peter has been a regular new client generator for his 8½ years with the company, proving that even busy Divisional Managers can find the time to pick up the phone! (Peter was promoted to Branch Manager in January).

Well done to you both.



Peter Christie & Steph Delahaye

## Promotions in Tamworth, Redditch & Enfield

We are delighted to announce the following promotions.

Chris Prince was promoted to Branch Manager for TBC Tamworth in January. Chris joined the company in August 2007 and currently manages two industrial plans and one onsite. He has worked his way up from Consultant and has always strived to lead from the front in all aspects of his job.



Chris Prince

Not too far afield, in Redditch, Peter Christie was also given the role as Branch Manager in January. Peter joined the company in June 2008 and currently manages two industrial plans and one HGV plan. Throughout his career at TBC, Peter has proven to be hard working, loyal and driven in his approach to all aspects of his role in recruitment.

The third Branch Manager promotion,



Peter Christie

also in January this year, is John Clarke who takes responsibility for the Enfield office. John joined the company in June 2015 and currently manages one industrial plan, one HGV plan and one onsite. He has been instrumental in the set up and integration of the Bidvest contract which has seen 100% growth.

Congratulations to Chris, Peter and John.



John Clarke

# TBC Sheffield awarded preferred supplier status by Gripple

The Best Connection Sheffield has been awarded preferred supplier status by Gripple, Sheffield, part of the Glide Group.

The manufacturer and industrial services business entered into a preferred supplier agreement with TBC Sheffield in February this year for all its temporary staffing needs.

"The relationship began in June 2016 after a meeting to discuss the supply of temporary labour to The Old Gun Works site in Sheffield. Since then, Gripple has used around 30 factory operatives from TBC and has worked closely with the industrial team. I would like to thank Brook Vaughan Eason (Industrial Consultant) and Lenka Ondrisova

(Resourcer) for all of their hard work in making the Gripple story a success," said Tom Cottingham, Branch Manager.

On the back of the work with Gripple, TBC Sheffield now supplies temporary staff to the entire Glide Group operations in South Yorkshire. These include Load Hog, Gripple Riverside, PMS Diecasting and Gripple The Hog Works. In total, agency usage across all five sites is 80 temporary workers at peak. Martin Hartley, site leader of The Old Gun Works, said that he has never worked so closely with an agency supplier and values the investment The Best Connection has contributed.



Martin Hartley, Gripple (left) & TBC's Tom Cottingham (right)

## The Best Connection in Scotland



Colin Carmichael

One of the most frequently asked questions from Directors' question time on Day One of the Foundation Programme is 'when are you opening a branch in Scotland'? Well, at long last, you now have your answer! In April 2017, The Best Connection's first branch in Scotland opens in Bath Street, Glasgow, headed up by local man, Colin Carmichael (pictured).

"As well as the thousands of local Scottish businesses, many of our key account customers have sites located in and around Glasgow, so it's long been our ambition to open a branch in Scotland. We knew we had to find the right person to head-up the team and Colin is that person," commented Darren Ainge, Director, TBC.

"After a long search, Colin approached TBC about our plans for the area as he recognised the Scottish market had changed and that now you needed to be with a national company to have a chance to supply the major third party logistics companies based in and around Bellshill," added Darren.

To familiarise himself with TBC processes, Colin spent some time in Warrington at the end of 2016 to support a key account through the Christmas peak and to learn the TBC way. The task ahead of him now is to recruit his team for the new branch and hopefully this will be the first of many throughout Scotland.

We wish Colin and his new team the best of luck.

# Ryan & Phil

## Smash Canvassing Competition!

After a gruelling 12 months of unrelenting calls (and against more experienced colleagues) Ryan Wilson and Phil Hopkins trailblazed their way to the top of the leader board to win Dave Schilling's coveted canvassing competition. Way to go! Ryan and Phil!

Each year, Dave Schilling awards champagne to the victor and runner-up of the event that is held across Dave's branches, so winning this is high-honours indeed! Both Ryan and Phil are true, home-grown TBC employees who both began their careers in the industry with us and this was the first competition they had experienced. It was clear from the first quarter - which they topped - that they both had their sights on winning from the outset!

Ryan's overall score for 1st place was 273 points, followed by Phil in 2nd place with 253 points.

Well done to you both and congratulations on the fizz!



Ryan Wilson (right) Norwich Industrial Consultant, being presented with champagne from Senior Manager, Rob Mittell



Phil Hopkins (left) Senior Consultant for Ipswich Industrial, receiving his champagne prize from Senior Manager, Rob Mittell

## Stop Press ...

Face of The Best Connection – Keep an eye on our careers page for the soon-to-be-released premiere of our careers video [www.thebestconnection.co.uk/careers](http://www.thebestconnection.co.uk/careers)

# Chris Glover Regional Sales Competition Winner 2016



L to R: Darren Ainge congratulating Chris Glover

Such is the thirst for business in the north, Darren Ainge has grown his sales competition from a quarterly battle into an annual extravaganza. And there has been no letting up from the eager competitors. We are delighted to announce that the winner of this inaugural competition is Chris Glover from TBC's Warrington branch. Well Done Chris!

"Chris is no stranger to winning sales competitions, having picked up both the monthly and quarterly prizes before. It's this continued focus on new business development which has seen him top the region this year, with significant nett new business gross margin - a fantastic achievement," commented Darren.

Chris did exceptionally well to beat off some stiff competition from other consultants around the region, with Georgina Metcalfe (Carlisle) and Shelley Pike (Preston), having to console themselves with quarterly awards this year. Not to worry though as 2017 sees it all start again and everyone will be after that coveted crown, champagne and gift voucher!

# TBC Drivers' Long Service Recognition

Two loyal HGV drivers from TBC Coventry, Pete Hewitt and Bryan Wyatt, have been rewarded for their 10+ years commitment to the business. As a small token of appreciation, hard work and dedication they both received a shopping voucher. We were told that Pete, who has been with TBC for 14 years, works so much that he had to be tracked down on a Saturday to hand him the voucher! When we did, this is what he had to say: "The Best Connection has been a reliable team who have always found me ongoing work and I enjoy the flexibility the job gives me." According to Pete, he is currently on his best contract yet, at DHL British Gas.

Bryan commented; "I like working for TBC because of the friendly staff, good variety of work and I can choose the work that I want to do and when I can take holidays."



L to R: Pete Hewitt & Richard McCausland, TBC



L to R: Richard Lewin, TBC, Bryan Wyatt & Andy Presley, TBC

## Florindo receives Temporary Worker of the Month from TBC Onsite

In August 2016, TBC's Taunton branch gained an opportunity to supply DHL at the prestigious Morrison's Distribution Centre in Bridgwater. All agency colleagues are targeted on their punctuality, attendance and performance. To recognise high achieving workers, the branch has been running a Temporary Worker of the Month Award.

We can report that despite fierce competition from several long-term temporary workers, the on-site team were delighted to present the Award for Temporary Worker of the Month, December, to Florindo Saremento. Florindo received a 'love to shop' voucher for his achievement. Congratulations Florindo!

*Florindo (right) receiving his voucher from Billy Davies, TBC's on-site consultant*



Dave Payne

## Dave Payne – Chef in the making!

In the last edition of SWS Best News, TBC's Dave Payne celebrated his 70 birthday and many of his gifts reflected a culinary connection. We had a quick catch up with Dave to find out how he has been getting on.

"The course at Eckington Manor was close to my heart as it was Indian cuisine! During the session I learnt how to make samosas and onion bhajis, which I don't mind saying were pretty tasty. Then there was my visit to River Cottage in Lyme Regis which many people will recognise from the TV programmes with Hugh Fearnley-Whittingstall. This course was based on more traditional cooking. On the first day we covered proper pies and then fish preparation and dishes on day two. It was a great experience and very enjoyable. The course has also encouraged me to develop a super new onion quiche," said Dave. **Great feedback Dave (excuse the pun)! Who knows – gastronomic stardom could be on its way!**

# SWS Group joins Institute of Recruitment Professionals

Last month, the majority of SWS's operational staff members received an invitation to join The Institute of Recruitment Professionals (IRP).

The IRP is the representative body for individual recruitment professionals. Founded in 2009 by the Recruitment & Employment Confederation (REC), the IRP represents over 9,500 individual members who deliver the UK's recruitment services.

Andy Guest, Group Talent Acquisition Manager, who has led the launch promotion, said: "SWS staff can now gain recognition for the professional job they undertake. Membership to the IRP will not only aid business development but will also reward members with access to significant discounts and cost savings.

"We'll be advertising the wide range of benefits IRP membership offers when looking to attract new people to join us. If anyone hasn't had the chance to activate their membership yet I'd advise them to logon and explore the membership portal." You can check out our video by searching tbc bromsgrove on youtube and selecting:

[IRP SWS FINAL HD](#)

If you have any questions regarding the Group's membership of IRP, please contact Andy Guest.



L to R: Richard Charnock (Head of IRP) with Mike Cooper after filming a video to celebrate the launch

## Driving?

## Switch the phone off!

The thought of switching off communications with the outside world will send shivers down the spines of thousands of people. The concept of not being able to respond immediately to calls and texts seems too much to take resulting in far too many people continuing to use mobile devices when driving. Considering the facts and the alarming statistics, it remains a big problem that can result in death. It doesn't get any worse than that. Having perceived grey areas, such as, when usage is reasonable (e.g., hands-free) and when it's not, brings out the boundary-pushing child who eventually pushes too far!

As it stands, it is against the law to use a phone in a vehicle unless it's handsfree. Even this activity, however, is questionable as the act of answering calls and the shift of concentration from the road to the caller cannot be safe practice. The law is quite clear on what is acceptable. It's illegal to use a handheld mobile when driving whether to make a call, follow a map, read a text or check social media - even if you've stopped at traffic lights or queuing in traffic. You can only use a handheld phone if you are safely parked or need to call 999 in an emergency and it's unsafe or impractical to stop.

Now, should you be caught in the act . . . you'll pay the price



with six penalty points on your licence and a £200 fine. If you accumulate six points in the first two years after passing your test, you will lose your licence. If the use of a mobile constitutes careless driving you could be faced with disqualification, a large fine and up to two year's imprisonment. These are a few reasons to sit up and pay attention!

Despite the consequences people continue to take risks and this is all too common on our roads. Perhaps it's time to ban the use of mobiles completely with even greater penalties for abusers? Maybe this is the only way we can have absolute clarity on the issue. Just consider the benefits. Peace and quiet, being in the moment and above all, being much safer.

# SWS Vacancies!

As the SWS Group continues to grow, so does the opportunities for new roles in the business. So, if you are considering a new challenge in 2017 take a look at some of our current internal vacancies. A full list can be found at:

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

## SWS Featured Vacancies

Nationally we have the following opportunities:

- \* Trainee Recruitment Consultants
  - \* Recruitment Consultants
- \* Senior Recruitment Consultants
  - \* Branch Managers
  - \* Onsite Coordinators
- \* Onsite Account Managers
- \* Recruitment Resourcers
- \* Branch Administrators
- \* Business Development Executives

Please contact Andy Guest if you are looking to relocate or further your career

call **0121 504 3065**

or email [andy.guest@thebestconnection.uk](mailto:andy.guest@thebestconnection.uk)

# SWS GROUP



**The Best Connection**  
EMPLOYMENT GROUP

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

**BES Bailey**  
Employment Service

[www.baileyemploy.co.uk](http://www.baileyemploy.co.uk)

**BES Bailey**  
Care Services

[www.baileycare.co.uk](http://www.baileycare.co.uk)

**CPA**  
Food Recruitment

[www.cparecruitment.com](http://www.cparecruitment.com)



**FLEETMASTER**

[www.fleetmastergroup.com](http://www.fleetmastergroup.com)

**City Transport SOLUTIONS**

[www.citytransportsolutions.com](http://www.citytransportsolutions.com)

**BACKLINE**  
LOGISTIC SUPPORT SERVICES LTD

**M Matrix**  
Training & Development

[www.matrixtraining.org.uk](http://www.matrixtraining.org.uk)



● Proposed 2017

