



BEST NEWS

December

2021



30 awards for 30 years

Welcome to Best News December 2021. In this issue we have great cause to celebrate. It has been The Best Connection's 30th anniversary this year and despite the challenges that have affected us all, we wanted to mark the occasion by acknowledging the very thing that makes us who we are as a business and that is all of you - our teams of people across the country - whose work has shaped our brand and culture and continues to drive us forward. What better way to do this than to celebrate those of you who have demonstrated exceptional above-and-beyond behaviour that has not gone unnoticed or unappreciated by your work colleagues. To do this, we launched 30 awards for 30 years aligned to our core values and beliefs and strategic pillars.

You were given the opportunity to nominate colleagues who you believed to be worthy of an award. And you did not disappoint. We received an enthusiastic response from across the business that I have to say, made judging very difficult. To add to the excitement, we used our digital advent calendar to reveal our winners each day. For those of you who nominated a colleague for an award, thank you for highlighting your reasons and for taking the time to write in. The worthy recipients will be featured in next quarter's edition of Best News. We look forward to sharing the stories and good deeds that have had a positive influence on others.

Some of my favourite stories in every edition are the new joiners and job promotions. In this issue, once again, we have a number of individuals who have excelled and have been recognised for their achievements, hard work and ability and have been rewarded with a career progression. In particular, I would like to spotlight TBC Walsall. This remarkable story demonstrates how three people who joined the branch in an

administrative capacity have been recognised for their hidden talents and been given the opportunity to move to consultant roles and have since taken on further responsibilities and senior roles.

We also celebrate new faces across the SWS Group. Welcome to all our new starters whose journeys have just begun.

As we approach the Christmas festive period it is an opportunity to reflect on the year and to spend time with your families and friends. Behind the scenes, this is the busiest time for many of our customers, many of whom are running night and day services to keep goods moving and stock availability at a level so as not to disappoint consumers. As a business, we play an important part in this process by finding and supporting temporary staff in their assignments. We are grateful for their hard work, commitment, support and loyalty, without which we would not have a business.

As a sign off for 2021, I hope you thoroughly enjoy reading the stories and have a restful, safe and happy Christmas break and New Year.

Andrew Sweeney
Chief Executive



Andrew Sweeney



NEXT ISSUE...



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

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Fleetmaster embraces BE rules change



On 15 November 2021, the rules for towing trailers changed so that all drivers will automatically be issued with their B+E driving licence, no matter when they passed their car test. In lay person's terms, anyone with a driving licence from 1st January 1997 can now tow a trailer up to 3,500Kg.

As a training provider currently delivering trailer towing courses, this change raised some concerns regarding inexperienced drivers putting other road users at risk. Despite the relaxation of this law, however, customers have signalled that they will be continuing with B+E training courses, although a DVSA test is no longer required, to ensure operational

safety is addressed.

For Fleetmaster, this highlighted the rule change in a positive way, as training would no longer be determined or restricted by a DVSA test. The benefits of this are that there will no longer be a delay in waiting times for training and the B+E training structure can be more flexible to focus on the needs of the individual.

The reason for these changes is to assist in reducing the current HGV driver shortage by redeploying current examiners for the B+E licence to support with the testing for the HGV. In addition, it was announced that there will also be changes to the way driving tests work for

heavy goods vehicles (HGVs) from 15 November 2021. Currently, drivers must learn to drive and pass a driving test in a large rigid lorry (category C) before learning to drive and take a test in a large articulated lorry (category CE). The law will make it possible to take a test in a large articulated lorry without having to pass one in a large rigid lorry first.

The Driving Academy at Fleetmaster has been working closely with customers to discuss the upcoming changes and what potential impact this could have on upskilling their driving force. From these consultations, Fleetmaster has put together a variety of training plans to meet customer requirements.

PASS(es) galore at Fleetmaster Driving Academy!

With the current shortage of HGV drivers across the UK, Fleetmaster's DVSA test centre at Dewsbury has never been so busy and having its own accredited facilities certainly sets Fleetmaster apart from other training providers.

Many trainees are choosing to travel to the Dewsbury test centre instead of booking a local option to undertake the week-long course and test as this allows the candidate to fully focus on the training without the distractions home life and work can pose.

One such candidate is Dominic Mottram, Operations Manager for Network Rail in Rugby. Not only did he decide to train and take the test at the Driving Academy in Dewsbury, he also brought his entire team with him to do the same! And

the results have been outstanding. So far, five members of Dominic's team have taken their HGV test at Dewsbury with a 100% PASS rate.

"Hats off to Martin, Stacey and Paul at Fleetmaster Group for their continued support in getting the team through it all," said Dominic.

Dominic Mottram



Rizwana Hussain

Fleetmaster welcomes Rizwana Hussain

We are delighted to welcome Rizwana Hussain to the SWS Group. She has joined Fleetmaster as an Administrator. A warm welcome to the team. Riz, as she is also known, has the responsibility for organising and booking commercial training courses which currently includes Driver CPC, Mechanical Handling Equipment (MHE), First Aid and HGV On-Road Training.

Before joining the world of training, Riz worked in the legal profession. She has now embarked on a new career with Fleetmaster and will be part of the company's exciting journey ahead.

Riz has settled into the role quickly and is already a valuable member of the team.

"I am delighted to have joined the team at Fleetmaster. I am enjoying the friendly work environment and looking forward to growing with the company," said Riz.

In her spare time, Riz enjoys spending time with her sons and loves to cook.



Andy and Roxi Sweeney visit The Best Connection Inc.

Travel restrictions over the past 18 months have meant that our colleagues at TBC Inc. Canada have not received a face-to-face company visit - and they have been missed! This changed recently when Andy and Roxi Sweeney crossed the Atlantic to catch up with the team, arriving on Canada's Thanksgiving Day – October 11th.

"After almost a two-year hiatus it was fantastic to see Andy and Roxi Sweeney on this side of the Atlantic," said Elliot Mendoza, Operations Manager, TBC Inc.

The first action on their busy agenda was a visit to the TBC Inc. offices. In preparation, each branch had put together a welcome pack of doughnuts and cookies to keep energy levels up.

"As it hasn't exactly been business as usual over the past 18 months, to have the opportunity to discuss operational topics produced some great results," added Elliot.

Branch visits were mixed with workshops and strategic planning sessions followed by a tour of one of TBC Inc.'s clients,



Left: Roxi Sweeney and 2nd from right, Andy Sweeney, with the Woodbridge team and Richmond Hill team

The Green Organic Dutchman, which operates in an interesting, growing industry! The Green Organic Dutchman is a Cannabis producer listed on the Toronto Stock Exchange and one of the leaders in medical cannabis. In 2018, Canada's Cannabis Act legalised cannabis production which has since become a significant new sector. This has created a so called 'green rush', akin to the gold rush of the 19th century. Many firms, including TBC Inc. are targeting this lucrative market.

After a busy schedule, it was time for Andy and Roxi to have some downtime and to enjoy what Canada has to offer which included a visit to the amazing Niagara Falls.

"On behalf of the TBC Inc. team we really enjoyed catching up with Andy and Roxi and look forward to our next visit from them," said Elliot.



Andy Sweeney at Niagara Falls



Visit to The Green Organic Dutchman (Far left: Thomas Stenlake - Hamilton Branch, second from right, Roxi Sweeney & Andy Sweeney)

Dan & Amy receive promotions



Dan Jackson

Bailey Employment Services at Goole have been recognising the stars they have in the team with well-deserved career ladder moves.

Congratulations to Dan Jackson and Amy Barden on receiving their 'Senior' titles.

Dan has been promoted to Senior Vetting Coordinator on the Lloyds Banking Group contract and Amy to Senior Resourcer. Very well done to you both.

Keep up the good work!



Amy Barden



TBC Kidderminster welcomes all-star line up

We are absolutely delighted to share with you three new faces that have joined TBC Kidderminster. Luke Whitehouse, James Donnelly and Zena Johnstone. Welcome to the team all!



Zena Johnstone, Administrator

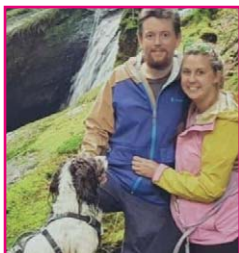
Zena had previously worked for The Best Connection Kidderminster for nine years. She left to take on a new opportunity as an administrator in an accountancy firm in October 2019. After six months, lockdown hit and she was sadly made redundant. Through these difficult times it was stressful finding work, but it also made Zena realise how much she had loved her job at The Best Connection. As soon as she saw the job advert, Zena applied and returned in August 2021.

"I love my job and the people at The Best Connection. Being away from my Best Connection family just proved to me how much I missed being here. This is a great company to work for," said Zena.

Luke Whitehouse, Industrial Trainee Consultant

Luke joined The Best Connection in July 2021 having previously worked as a door-to-door salesman and for an agency for a couple of months. This experience made Luke realise he wanted to follow a career in recruitment. Luke applied for a role at The Best Connection Kidderminster and after a couple of interviews and meeting the team he knew the stars were aligned. In the first few months in the job Luke has already converted new business and has plenty more on the way. Luke also plays for Brit Wollaston football team twice a week.

"Choose a job you love, and you will never have to work a day in your life," says Luke. Indeed, great wisdom Luke, though we think you may have borrowed this one from the great philosopher, Confucius! Don't worry, we won't tell anyone:-)



James Donnelly with wife, Bessie & their dog, Ethel Lola

James Donnelly, Driving Trainee Consultant

James joined The Best Connection in June 2021. His life has been a real rollercoaster for the past three years as he has been in and out of hospitals fighting cancer, Acute Lymphoblastic Leukaemia, to be more precise. This experience has been a real eye-opener and has made James even stronger. Prior to his illness James had worked as a Logistics Supervisor for four years. He also spent two years making snake antivenom. We must get the lowdown on that story for the next issue, James!

Since joining the team James has already brought on two new clients and placed many drivers out to work. James loves nature walks with his wife and dog, even going wild swimming in the winter!

"After three years of everything moving very slowly it's nice to be somewhere fast-paced," said James.

Well, it looks like TBC Kidderminster is growing a formidable team. We wish them all the very best and success in their respective careers.

Richard shows consistency in sales competitions

Huge congratulations to TBC's Richard Conlon for winning two consecutive quarters in the South East sales competition. Richard is certainly one to watch and has strengthened his position for the second half of the year. Can anyone catch him? We will have to wait and see!

Richard is a Recruitment Consultant based at TBC Tamworth branch. And

no, Tamworth isn't strictly in the South East (it's a long story!). Richard moved into sales after holding a position as an Onsite Contract Coordinator. Clearly it was destined to be.

Good luck in Q3 Richard and don't forget to share your magic with those snapping at your heels.

Richard Conlon



Brian celebrates 20 years driving for TBC Coventry

A loyal HGV driver from TBC Coventry, Brian Wyatt, has been acknowledged for an amazing 20 years of commitment to the business.

On the 21st November 2001, Brian attended an interview for driving work at TBC Coventry and began his first assignment being paid £6.00 per hour. Twenty years later, he is still on assignment - on a slightly more competitive rate of pay - having only stopped working for holidays and a pandemic!

During this time, Brian has worked with many customers and recalls paper tacho discs, the introduction of the driver CPC and changes in the driver working regulations.

Brian expressed that the flexibility of assignments available with TBC gives him the freedom to work around his real passion - fishing!

Andy Presley, Senior Manager, commented: "In such a

competitive industry it is rare for a driver to stay with one agency for such a long time. We are grateful for Brian's immense loyalty and look forward to celebrating the next milestone of 30 years with us!"

As a small memento for his 20 years' service, loyalty and hard work, Brian received an e-voucher from the team.



L to R: Olivia Wellington, Henry Alonso, Brian Wyatt, Richard Lewin & Andy Presley

Lucy reunites with CPA after 14 years



Lucy Oliver

What took you so long Lucy? We missed you!

CPA's magnetic pull was far too strong for Lucy Oliver to resist! After a whopping 14-years, Lucy has returned 'home' to CPA where she started her career in recruitment. After passing her training and gaining industry experience, Lucy was promoted to an Account Manager role which she held for four years.

Since leaving CPA, Lucy has been very

busy. She got married, had two children and pursued a career in Careers coaching, working with young people and adults, assisting them with their professional development.

Lucy returns to the fold as a Senior Recruitment Consultant working under the direction of Liane Stockman, focusing on new product development and technical recruitment.

To relax, Lucy enjoys Pilates, swimming and going on holiday.

CPA welcomes

Danielle 'Dani' Nicolas

Danielle Nicolas, or Dani, as she is affectionately known, has joined CPA as a Production and Operations Recruitment Consultant. Welcome to the team Dani!

She has extensive international recruitment experience, having worked in New Zealand for specialists in Accounting and Finance as well as Supply Chain and Logistics.

Dani is an enthusiastic and energetic vegan who loves her cats, musicals and a good sing-song. She is also an advocate for neurodiversity and mental health, having volunteered for the charity, Brilliant Minds.

In her first four weeks, Dani has already made six placements, showcasing her ability to understand the roles she is working on and creating great relationships with her candidates.

Super start, Dani, you've set the bar high!



Dani Nicolas



CTS tackles vehicle shortage for Black Friday and beyond

Online sales are growing exponentially, Black Friday is a recurring highlight in retailers' diaries and the economy is doing a lot better than expected. It's a perfect business opportunity for distribution companies – you might think. One snag. You need vehicles, vans and HGVs in particular, to deliver to regional hubs and to consumers and despite a steady increase in production over the past six months, compared with 2020, market demand outstrips output. The global chip supply - the semi-conductor type not the fried variety - and Covid-related worker shortages are significant factors behind the situation.

When the chips are down, excuse the

pun, you need a dependable transport partner to deliver the goods. Who might that be? Our very own CTS of course!

"Many high street and independent retailers had to close during the Covid-19 pandemic, creating a boom in eCommerce business. This isn't set to slow down any time soon, especially as consumers are still cautious about visiting shopping centres and being amongst the hustle and bustle of busy stores. Growth in online sales has coincided with a shortage of vehicles, making it a challenge for some businesses to supply the number of vehicles clients need to distribute their goods to customers," explains Helen Davey, Business

Development Manager, CTS.

In one particular case, CTS was tasked with finding 500 vehicles, including a mixture of vans and HGVs, for a major client in the lead up to Black Friday. CTS leveraged its extensive supplier relationships and was able to fulfil the client's requirements. What a great achievement!

"Over the years we have become the go-to transport services partner for many UK businesses. We have established solid relationships with our clients and will always go that extra mile to meet and exceed their needs," added Helen.

Record month for Backline Leighton Buzzard

September was a smashing month for Backline Logistics, Leighton Buzzard, with sales up 41% and permanent recruitment up by 52% from August. What has happened you may ask?

Market conditions are certainly fuelling growth. HGV driver shortage and subsequent fuel supply challenges have also created nervousness that have led to clients de-risking by booking resource well in advance. John Lewis, Sainsbury's and Waitrose, for example, have booked Backline throughout the Christmas period to ensure that shelves are fully stocked. The driver shortage has also driven up wages and created many new permanent positions which in turn will help to make the industry more attractive to new recruits.

"The flexibility of the industry has often been its biggest attraction, but since Brexit and the Pandemic, more people are looking for job security and the guarantee of work, which has created a need for permanent roles within the sector. We've now got more permanent drivers than we've ever had, which is fantastic," said Liam Murnaghan, New Business Manager.

Despite the turbulence of the past 18 months, Backline's dedication and commitment to existing clients, drivers and support staff is certainly paying off as the operation continues to expand and grow.

Backline Driver of the Month

A little recognition goes a long way! Each month a driver is selected for the award of Driver of the Month for their commitment, determination and hard work. The winner is chosen based on the highest scores achieved from a table of information which includes:

- more than 25 jobs completed in month
- the driver is well presented in Backline uniform
- no infringements on the tacho report
- no customer service issues recorded
- no accidents or damage on the vehicle recorded
- good communication about any delays enroute to jobs
- the driver is flexible in their approach to work

September's winner was Scott Dale, October was Alin Scurtiu and November's winner was Ady Rogers. **Congratulations!**



Scott Dale, Driver of the Month, September



ALLMI training is a credit to Sam

If you've ever had building materials delivered to your home, there is a good chance you have seen a lorry loader in action. This immensely powerful and heavy piece of machinery uses hydraulic attachments to pick up and put down a variety of materials such as gravel, sand and wood from and onto the rear deck of a lorry. As one might expect, lorry loading can be a dangerous affair, so it is important for operators to be fully trained to avoid accidents occurring.

To become an accredited trainer for the Association of Lorry Loader Manufacturers and Importers (ALLMI),

Backline's Training Manager, Sam Hay, attended a course to learn all about it.

"As a logistics business it is imperative that Backline continues to raise industry standards and maintain our position as a premium training provider. ALLMI accreditation will expand our training portfolio and address growing market demand," explained Sam.

ALLMI is the UK's only Trade Association devoted exclusively to the lorry loader industry. As well as representing the interests of its members it has also become the authority on the design, manufacture, application and use of lorry



Sam Hay

loaders. Leading builder's merchants, such as Travis Perkins and Jewson, require drivers provided by Backline to be ALLMI accredited.

Congratulations on your achievement, Sam!

Backline renews FORS accreditation

Backline is renewing its accreditation for The Fleet Operator Recognition Scheme (FORS). This is a voluntary scheme for fleet operators that aims to improve fleet standards within their organisation. FORS offers a range of tools that help drivers, fleet managers and organisations measure and improve performance across all aspects of their fleet operations.

"Becoming a NPORS accredited Trainer allows Backline to expand the range of training categories we can offer. This includes a wider range of forklift trucks, excavators and telehandlers, as well as site safety," says Sam Hay, Training Manager, Backline.

Many of Backline's customers are required to have their employees NPORS accredited to meet insurance criteria. "Despite the challenges that we've faced over the past 18 months and the impact that Covid-19 has had on the industry as a whole, we're really pleased to have been able to expand the training side of the business and support our clients in their growth too," added Sam.



Backline HGV Driver Training Supports Recovery without Compromise

On 20th July 2021, the Secretary of State announced a package of support measures to help address the HGV driver shortage. Whilst this is good news for the transport sector, Backline has received mixed feedback from its drivers and clients who have voiced safety concerns.

As part of this recovery programme drivers will now only be required to take a single driving test to cover both articulated and rigid lorries. This will streamline the process for new drivers looking to obtain their HGV licence and

open up test availability. In addition, the consultation is considering allowing trainers to examine drivers in the off-road manoeuvres part of the HGV drivers test.

"Due to the Government's initiative, we are seeing an increase in driver acquisition training, with more people looking to move into the haulage industry as a career choice. This is a welcome action that will help the haulage industry go from strength to strength, as demand currently far outweighs supply," said Sam Hay, Training Manager, Backline.

For the future, what will be imperative is the quality of training delivered by training providers. Newly qualified drivers need to be equipped with the knowledge and skills required to ensure competency and safety.

"Despite the fast-track approach, Backline will continue to put safety at the heart of its training approach so that drivers we help to produce, achieve and maintain industry-leading standards," added Sam.



Dan Jackson - Recruiter by day - Football Coach by night!

We all have an alter ego, a personal life full of things we like to do from walking the dog to – well – pretty much anything you could imagine. From time to time we are given an insight into some of these activities. In Dan Jackson's case, his passion is coaching ladies' football. When he's not working as a Senior Vetting Coordinator for BES Goole, he's sharing his footballing knowledge and expertise with Hull City Ladies FC. This is what he shared with us.

"Away from the world of recruitment, I'm the First Team Coach at Hull City Ladies FC. We currently play in the 3rd Tier, the FA Women's National League Premier Division North, a league below the Championship. The role is full-on with two training nights a week, analysis sessions, player recruitment and profiling. Sundays are spent travelling the north of England to and from games.

"This month, I had the privilege of going to watch England Women train at St George's Park, ahead of their game with Northern Ireland. Alongside others in a select group of 12 people, it was great to see the elite players of our country train. We were able to watch how the players communicate on and off the pitch, how the session was delivered and then we had the chance to talk with the players about their

experiences. It's always a learning curve in football and this was an opportunity that gave me a small insight into how the best players and coaches train," explained Dan.

Thank you for sharing Dan. And good luck with the season ahead. Teamwork makes the dream work!



Pictured with the England squad, L to R: Josh Hairsine, Matty Turner, Head Analyst at Hull City Ladies FC & Dan Jackson



Debbi Jones

Promotion for Debbi Jones

Huge congratulations go out to TBC Swindon's Debbi Jones who has been recognised for her hard work and talent with a well-deserved promotion to Senior Recruitment Consultant on the HGV plan. Well done Debbi, there's no stopping you!

Prior to joining the team at Swindon Debbi was working in stock control for one of TBC's clients.

Recognising her talents, the Onsite Connection team approached Debbi and asked if she would be interested in the

Onsite Account Manager position for the client. Debbi duly considered and accepted the role.

After 18 months, Debbi moved to TBC Swindon as an Industrial Recruitment Consultant before transferring to the HGV team.

She has now worked for The Best Connection for five years and has shown that hard work, determination, perseverance and resilience pays off.

Congratulations Debbi!

Thank you, Tracy!

There are a lot of things we take for granted in our work lives. Take for example a clean, warm office to work from. It is easy to forget that behind the scenes, making our working environment a nice place to be, is a small army of dedicated cleaners who just get on with the job. Without them, we would be in a pickle!

BES Goole has been looked after by a very special lady who has kept the office spick and span for a decade! Now that is dedication.

"A huge thank you to Tracy Simpson for all her hard work cleaning the Goole branch over the past 10 years and for working relentlessly throughout the pandemic to keep Goole clean and Covid-safe.

"Thank you, Tracy, we don't know what we'd do without you," said Lisa Gresham, Branch Manager.



Senior HGV Consultant Kev Driver presenting flowers to Tracy Simpson

Do we have a 'Tracy' in any of our other branches? We would love to hear about them so we can recognise their good work

Aviation Connection supports TBC Derby



Prior to October 2020, TBC Derby did not have an aviation team or aviation business for that matter. Why would they, you may ask? Although they are geographically close to East Midlands Airport (EMA), this sector has suffered significantly throughout the pandemic as global travel came to a virtual standstill. This, however, was about to change.

The breakthrough moment came when Dan Wood, Consultant, TBC Derby, won a contract with DHL Aviation East Midlands Airport hub, to provide 30 bookings to assist its sort operations that would run until the end of the year. Dan was joined by Deborah Micieli, Senior Consultant and together they over achieved on the bookings. The door had been opened and this was to become the catalyst for bigger things to come.

"Due to our successful engagement, we have become a full-time supplier to DHL Aviation EMA and are now supplying Customs Agents into the site as well. We have recruited

Natasha Smetana as a Resourcer to support our growing relationship," commented Dan.

DHL Aviation EMA has since taken on 20 permanent workers split across Customs Agents and Sort Operatives and with the help of Carly Meads, the client has transitioned to an Onsite. Support is provided by an expanded Derby Aviation team including Joshua Day, Evie Mills, Holly Hayward and Elena Ivanova.

"TBC Derby has transitioned all of its aviation vetting packs to Aviation Connection and the teams have worked together to put in place new processes and procedures. This has allowed the Derby team to focus solely on resourcing candidates," added Dan.

The TBC Derby team now supply DHL Express, DHL International, as well as DHL Aviation and have 80 workers booked out with more to come between now and the end of the year!



L to R: Deborah Micieli, Evie Mills, Dan Wood, Natasha Smetana, Holly Hayward & Joshua Day (Elena Ivanova was unavailable for photo)

Elena joins TBC Aviation Onsite

We are delighted to welcome Elena Ivanova to the company. Elena joins TBC Derby's first Aviation Onsite team at DHL East Midlands Airport and will be taking on the role of Contract Manager. Great to have you on the team Elena!

As luck would have it, Elena was working for TBC as a temp at Faurecia in Fradley when she was spotted by Contract Coordinator, Kelly Maynard, as a potential candidate. Kelly duly shared Elena's CV with Carly Meads, Project Manager, which led to an interview and job offer. Elena joined the team in August. Prior to joining TBC as a temporary worker, Elena worked for Amazon as a Contract Coordinator.

Elena's day-to-day duties include escorting those temporary workers without a pass to their place of work, attendance checking, undertaking administrative tasks such as return to work, record of conversations, processing holidays and payroll. Elena is also responsible for building and maintaining strong relationships with shift supervisors and the HR department.

"Before I joined TBC Derby I had never worked with such supportive colleagues. They have all helped me to progress and have taught me so much. I am delighted to be part of the team," said Elena.



Elena Ivanova



Long service list gets longer!

Along with our 30 years in business celebrations, we also have a wonderfully growing list of colleagues who have reached their 10-year tenure with TBC. It is extremely reassuring that so many people have chosen to have a career with the business and be part of the journey. Long may this continue.

Let's see who our 10-year award recipients are:

Danny Gosling	Coventry
Liam Berrisford	Peterborough
Beverley Page	Hull
Lynne Price	Bradford
Sharon Summerside	Sunderland

Congratulations to all of you for your service, hard work and loyalty. You are all extremely valued members of our collective team and we look forward to sharing the next milestone!

As a tribute to the class of 2011, TBC Sunderland wanted to share a few words on their Branch Administrator, Sharon Summerside, who joined the business on 30th August 2011.

"Sharon has been an integral part of the team offering support to her colleagues in the branch as well as new starters in other branches within the NE region. Her banana cakes are legendary in the region and the envy of the other branches. We would all like to thank her for her continued support," said Judy Colborne, Branch Manager.

The secret is out now Sharon. The rest of the TBC network will be going bananas!



Sharon Summerside

Welcome to Abi Taylor, Neutral Vend Coordinator



Abi Taylor

In some commercial relationships the business operates as a Neutral Vendor adopting an independent, non-conflicting role with the client, managing multiple recruitment suppliers. Some clients prefer this model and we are happy to oblige. One of our new Neutral Vend team members is Abi Taylor who has joined as a Coordinator. Congratulations on the new role Abi! This is what she shared with us.

"I've been working for SWS Group for eight years at our Head Office predominantly in the Payroll Department. Due to the increase in web system clients, a position became available working with Linda Hartley and as I was looking for a new challenge, I applied for the role.

"I help with taking calls and responding to email enquiries as best I can, since I am still learning the role and functions of the web systems. Thankfully, I can ask Linda for help with topics such as reconciling to client pro forma costings.

"As a Neutral Vend Coordinator I have to contact the Neutral Vend suppliers for rates or information to assist branches. I help with queries that come through relating to the web systems and chase branches for information as required.

"I like to spend my spare time in the great outdoors with my family and most importantly my soft coated wheaten terrier, Lexi," explained Abi.

Jo receives 15-year award

Please put your virtual hands together for Jo Pedley, Branch Manager, TBC Stoke for reaching 15 years' service with the business. Many congratulations Jo, you really have been part of the journey!

"Jo has worked through the ranks and now runs one of the most successful

branches in the company. It's been a pleasure to see her grow and develop over the years and I am extremely proud of what she has achieved. And it's all down to one key attribute – hard work. Well done Jo, a fantastic achievement," said Paul Atkinson, Senior Manager.



Paul Atkinson congratulating Jo Pedley

Facebook



Face-off!

As many of you are aware, since the start of 2021 we have been running a monthly branch Facebook competition. To select the winners, several range of factors are taken into consideration including the number and increase in followers, page reach, 'likes', reviews, number of posts created, quality of posts, originality of content, use of approved graphics, number of job applications and so on. The figures paint a picture that shows how well each branch is leveraging social media to drive business activity and performance.

Used diligently, social media is a great tool that can help reach and engage with a broad audience. Ultimately the objective is for this daily social media activity to lead to job applications.

Neil Yorke commented: "Facebook is a sales and marketing tool at your disposal and if you are not exploring its full potential, you may be missing out on lucrative business opportunities. Throughout 2021, usage trends have been rapidly increasing which is very encouraging. This is translating into a promising flow of job applications and placements at a time when finding workers is particularly challenging."

Let's see who has topped the Facebook face-off charts so far, this year!

January	TBC Stoke
February	TBC Bristol
March	TBC Telford
April	TBC Tamworth
May	TBC Eastbourne
June	TBC Scunthorpe
July	TBC Preston
August	TBC Kidderminster
September	TBC Sheffield
October	TBC Glasgow & TBC Hanger Lane
November	TBC Newport

Congratulations to all the teams above who have used Facebook to support their business development activities. Keep up the good work. All is still in play for in December, so there is still time to ramp up your Facebook focus to snatch the top spot.

Modern Day Slavery is omnipresent

Modern Day Slavery continues to raise its ugly head despite the potential consequences for those who seek to exploit vulnerable people in this way. This story highlights its pervasive existence.

Following an extensive police operation undertaken across Leicestershire in December 2020, a man has been jailed for six years after pleading guilty to modern slavery and fraud offences.

Concerns were brought to the authorities' attention when partner agencies became suspicious of the behaviour of some factory workers in Derbyshire.

Initial concerns were raised by the

employer and employment agency which led to a full investigation. It emerged that Janos Sztojka, who was in the UK in contravention of a deportation order, had arranged for men from Hungary to travel to the UK for lucrative work. However, the men either did not receive their wages or were given a small amount.

Instead, Sztojka had set up bank accounts for the victims and was siphoning money into his account to fund his own lifestyle. In all, five victims were identified during the investigation.

Leicestershire Police reported that one of the victims had been forced to live with



Sztojka for several years and was made to sleep on the floor and use the garden as a toilet.

On August 10th 2021 Sztojka was sentenced to six years imprisonment and issued with a slavery and trafficking prevention order for 10 years.

This alarming story reaffirms our need to be vigilant at all times. If you suspect something isn't quite right. It may not be. Don't leave it, escalate it!



Wear it Pink fundraising campaign

TBC embraces **Wear it Pink** fundraising campaign as part of Breast Cancer Awareness Month



On October 22nd, many of our colleagues throughout The Best Connection generously helped to fundraise for the Breast Cancer Now 'Wear it Pink' event. A whopping £827 was raised by wearing pink, baking and selling cakes (many pink!) and even golf putting in the office (whilst wearing pink!). Here is a selection of photos from fundraising efforts throughout TBC.



Nell, daughter of TBC's Charlie Yorke & James Morgan, dressed in pink



Topaz raffle



Bristol's boob cakes!



Callum Maguire B1 consultant



Fiona Cairns Cakes generously donated by Les Romney, Sales Manager for Fiona Cairns



Stacey Yeomans B1 Consultant



L to R: Lilli Marshall, Jane Allison & Sam Hollis, TBC Birmingham



Chris Thomas B1 Branch Manager



Leslie Romney Sales Manager from Fiona Cairns with Julia Marshall



Halesowen channelling pink! L to R: Bilal Uddin, Jodi Johnson, Steph Cox, Gabrielle Lowe & Jo Davies



continued



L to R: Bronson Murphy, Callum Maguire and Paul McMahon, TBC Birmingham



Sharon Latif - B1/B3 Oxford and Banbury Senior Manager



Pete Christie - B2 Senior Manager



Adam Potter - B2 DM, TBC Birmingham



L to R: Paul McMahon, Danielle Walton & Lauren Beedon, TBC Birmingham



Homemade ribbons (TBC Birmingham)



Branch contributions (TBC Birmingham)

Richard gets a dream transfer

Some of you may know Richard Owen for the work that he has done over the past 10 years, providing excellent training alongside a fantastic team in our Group Training & Development Department. Some of the training courses that Richard has delivered are: The Foundation Programme, Driver Tech, Core Skills and ICV.

What you may not know about Richard is that back in 2003, he was an Onsite Contract Coordinator at one of TBC's first onsites - Wincanton (Argos Contract) in Wolverhampton, where he was responsible for managing a workforce of over 250 temporary workers.

In addition to his onsite experience, Richard has also worked in branch roles at both our Wolverhampton and Telford branches, which have provided him with all-round valuable experience of working within both the HGV and Industrial sectors.

When an opportunity to join Onsite Connection as a Senior Contract



Richard Owen

Manager became available recently, Richard thought it too good an opportunity to turn down, knowing that he was able to utilise the skills and experiences that he had attained to date,

which would provide him with a good solid foundation for further future success.

"I am delighted with the immediate impact that Richard has made in his new role and I look forward to continuing with Richard's development for many years to come, so that he is able to achieve his full career ambitions in The Best Connection Group," said Lee Crimes, Area Manager.

Richard is now part of the North-West RORM, responsible for onsites in Preston, Manchester and Telford.

Lee added: "The Best Connection Group is a great company to work for and full of amazingly talented people. If anyone is considering looking elsewhere to progress their career, be it in a different department or otherwise, employees should not feel awkward about talking to their Line Manager about this. As a management team, we all share the same desire to retain and develop our teams the best way we can."



A sad farewell to Hull driver, John Mason

Temporary workers are the heart and soul of our business. Some have spent many years working for TBC clients through our local branches and have become well respected colleagues. Sadly, people retire at some point - as we all do - and are missed. For John Mason, a TBC driver from Hull, the allure of fishing was just too much to keep him on the road. This is his story.

In 2017, John moved to Australia. After two years enjoying the sun, sea and surf, the love for his family back in the UK was too great a draw so he decided to head home. On his return, he realised he needed something to take his mind off the weather. He turned to his secret obsession – fishing! It became apparent that as some point, he would need to work to subsidise his passion for angling, so in May 2019, John registered with The Best Connection for some part time van work. The clients he was sent to were delighted by his work ethic and can-do attitude. Two to three days per week soon became five!

The Covid pandemic put a temporary halt to John's work-life balance as it did for many of us. John went into virtual hibernation for a short period, but soon returned to The Best Connection for another stint behind the wheel. He quickly settled back into a routine and once again five days per week became the norm for him.

Unfortunately, all good things must



L to R: Ian Woodcock & John Mason

come to an end. On November 3rd John was due to retire but kindly agreed to continue until the end of the month to train his replacement. This act is a testament to his professionalism and work ethic. Throughout his time with The Best Connection - whether it be a few days or a full week's work - John has always conducted himself to the highest standards and with the utmost regard for both clients and his peers.

"I know John will enjoy many a happy hour sitting on a riverbank. He will always be welcome back for some 'part time' work if he needs to upgrade his fishing rod. It has been a privilege to have worked with John, always having a smile on his face and not a bad thing to say about anything or anyone.

"Enjoy your retirement, enjoy time with your family and most importantly, enjoy life. Good luck and thank you John, for

all your hard work and efforts for The Best Connection," said Ian Woodcock, Senior Driving Consultant, TBC Hull.

I would just like to give a massive Thank You to Ian and his team for the opportunity they have given me to earn some extra money towards my retirement. Due to their expertise and knowledge, they have managed to not only find me work when I required it, but to find the type of work that suited my age and driving abilities. Whether it was from odd days, now and again, or longer term weekly/monthly work, they were always there to offer me the chance to earn money. During this period with them, Ian and the team regularly kept in touch to make sure all was well within the role they had given me, and were quick to respond to all issues or concerns. I cannot praise them highly enough and am sad to be leaving and looking forward to a leisurely retirement.

Once again, thank you all very much and all the very best for the future.

Best regards, John

TBC Manchester moves after 26 years

Our colleagues at TBC Manchester have upped sticks and relocated their Manchester branch office to Trafford Park after 26 years in Piccadilly. It was a bittersweet occasion but sadly it was time to say goodbye to the old office.

The Manchester branch was the third in the network to be established back in 1995 and now has eight team members who support customers located across Trafford Park, Droylsden, Denton, Irlam and Wythenshawe. The new office, which is located in an iconic industrial estate, will accommodate additional staff in a newly refurbished contemporary environment.

Here's to another 26 years in your new gaff TBC Manchester! Good luck.



Tammy, Sarah, & Sharyn are top sales performers

In Darren Ainge's sales competition, three people have topped the charts with outstanding performances. We asked Darren for an overview of how his teams are responding to the challenges currently being experienced in the marketplace and this is what he had to say.

"When the branches are starved of temporary workers, understandably sales tend to be the last thing on your mind, but as a RORM group we've spoken at length about how important it is to continue to identify the right client prospects and ensure we're still targeting them.

"Those of us that have been around for a while know if you win the right contracts, the temporary workers will come with them. With the best contracts come the opportunities to advertise the better positions and those adverts in turn generate a greater response and entice temporary workers away from other agencies who aren't talking to their clients about how they can improve their offering.

"It would be so easy to throw sales out of the window at a time like this, but had we done so and not continued with our efforts, as a region we would be significantly worse off over the past quarter.

"I know not every branch currently has a full team and we're working on that with the senior team to fill those vacancies with the right quality candidates as soon as possible, however, just to show what can still be achieved with the right mindset, every one of our quarterly winners comes from a branch with a current vacancy, in some cases two!

"What's also pleasing is it's a new name at the top of all three of our sales leagues with so many others coming so close. This demonstrates to me that all of you are continuing to keep in touch with those hot prospects, which if nothing



Sarah Kelly

else, alongside our client calls, is the least we can do in terms of sales.

"Huge congratulations go to Tammy Clarke (TBC Wolverhampton), Sarah Kelly (TBC Stockport) and Sharyn Rogers (TBC Bolton). A massive well done to all of you from me and your colleagues. Remember, we're now into the final quarter with the opportunity to win the big prize per league plus that bottle of champagne that should come in nice and



Tammy Clarke

handy as it will be with you in time for Christmas!

"Thank you everyone for your continued hard work, it really is appreciated," shared Darren.

Commenting on Sarah and Sharon's achievements, Jason Melia, Area Manager, added: "I'm really proud of the sales winners for this quarter, they've proved that not only are they an asset to the business but also that we can still sell and win business in one of the, if not the most, challenging time that I've seen in my recruitment career. Well done both and keep up the good work!"



Sharyn Rogers

Wayne Tighe, Senior Manager, added: "Whilst Tammy has only been with TBC Wolverhampton for a short time, she has taken to the sales challenge like a duck to water. Tammy has been particularly active with the new Jigsaw system and she has benefitted from using Jigsaw daily without hesitation. She has arranged her daily targets with consideration to her 'Items to Action' board on Jigsaw and it is no surprise to me that Tammy has had some considerable success.

"I genuinely couldn't be happier for Tammy and I would like to put it on record that it is a pleasure to work alongside someone who is so driven to use the Jigsaw system!"



The sky's the limit at TBC Walsall!

One of the great beliefs at The Best Connection is that you can forge a career if A, you have a desire and motivation to progress and B, you are willing to learn and work hard.

TBC Walsall is a wonderful example of people who have taken advantage of the career opportunities presented to them.

The first example is Wayne Tighe, Senior Manager. Wayne wasn't always a Senior Manager. In September 2002 he joined the Walsall Branch as an Administrator and excelled in the role. In May 2003 his potential was evident and he was persuaded that a career as a Consultant may offer him the career progression he sought - and so it began. By 2014 Wayne became Branch Manager for TBC Walsall. We'll park his progress for just a moment and move to another aspiring individual.

The Apprenticeship programme attracted a young, fresh-faced 19-year-old by the name of Callum Mosedale

who joined the Walsall branch as an apprentice Administrator. In 2015, after seeing something in Callum that resonated with his own experience, Wayne persuaded Callum to follow in his footsteps and become a Consultant. He duly accepted this challenge and went on to become HGV Divisional Manager.

To replace Callum's role, the branch recruited another apprentice Administrator - Sam Edgar. Wayne thought that she also had the potential to be a Consultant and supported Sam's progress. Since making the move, Sam has never looked back.

So, why are we highlighting this story now? Because this isn't the end!

In January 2022 they will all realise a further promotion.

After taking responsibility for additional branches including Wolverhampton, Telford and Dudley, Wayne will be promoted to Area Manager. Many

congratulations Wayne!

Callum will be promoted from his current role as HGV Divisional Manager to Branch Manager and is the first person in the company to progress from apprentice Administrator to Branch Manager. Very well-done Callum.

Sam will be promoted from her current role as Senior Consultant to HGV Divisional Manager. Congratulations Sam!

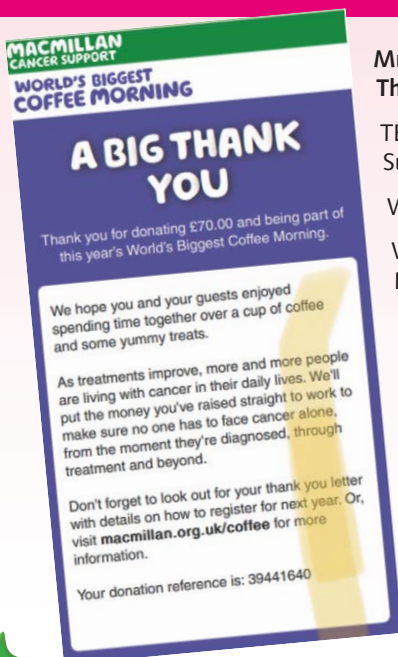
Both Sam and Callum have progressed from apprentices to Managers whilst still in their 20's which is a great achievement!

So, is this the end of this intriguing success story at TBC Walsall? Not quite.

In January 2022, Shawnie Berry, who is currently Branch Administrator, will also be making the step from Administrator to Consultant. Well-done Shawnie.

You see, the sky really is the limit at TBC!

TBC Hull Coffee Morning supports Macmillan



Mmm, don't these cakes and biscuits look irresistible? They wouldn't look out of place on The Great British Bake off!

TBC Hull have been busy making and baking these delights in support of Macmillan Cancer Support and have raised £70 following a well-attended coffee morning.

We understand the goodies went like hot cakes!

Well done to all of you for organising the event and thank you to those who kindly donated. Now all you have to do is run off the calories!



A cake with a smile!



Oliver Langley's Chocolate Brownie Special (you must share the recipe Oliver)



Saturday Service Review? No problem for Angelika!

We live in a 24x7 world. The cogs of industry continue to turn relentlessly to keep the economy moving along and the lights on – literally! As a result, many of our lives are shaped accordingly. Shift work and weekends are part of this fabric. Which leads us on to this short but pertinent story about Angelika Voy, Industrial Consultant, TBC Sheffield.

TBC supplies temporary warehouse staff to Menzies Distribution which runs one of the UK's largest, time-critical logistics operations. Employing around 3,700 staff across 50+ sites, Menzies is a 24x7, 365 business!

A lot of TBC's clients work unusual hours which requires flexibility on our part. Angie had requested a service review meeting with the client to catch up with how things were going. Unfortunately, the client could only see Angie on a Saturday due to shift patterns. What does one do in this situation? For Angie, the answer was simple. The customer comes first so she agreed to meet on a Saturday morning. Angie's action in this situation certainly reflects one of TBC's 4 pillars - Operational Excellence. During her visit, Angie also walked the warehouse

floor to have a catch up with TBC's temporary workers to make sure all was well with the world and everyone was happy with their job roles. After attending the client review on Saturday, Angie picked up further seven bookings.

Thank you, Angie, for going above and beyond!



Angelika Voy



Fantasy Football -



Canadians Shining Bright in the SWS Premier League

This season is proving to be the year of change. Most of the usual suspects are struggling and we have new managers challenging for glory.

Charlie Manger from Sheffield is currently leading the field, but only 13 points separates him from TBC Derby's Chris Durham in second place. The Derby branch also have the 4th placed manager, Matthew Smyth. Must be in the water (Buxton)!

A special mention must go to our colleagues in Hamilton, Canada, who, from nowhere, have two managers in the top six, Harrison Turner (The Pensioners are in 3rd place) and Tommy Stenlake (AFC Stenners are in 6th place), congratulations both on your managerial prowess and showing us Brits a thing or two about football! Perhaps you can start an Ice Hockey, Basketball or Football fantasy league in the future?!

The season is roughly a third of the way through so there is still time to challenge for the title, therefore use your substitutes, transfers etc, wisely in the next few weeks and you could be top of the league.

"Thanks to everyone who has joined in this bit of fun and we at SWS Premier League HQ wish you all a very Merry Christmas," says Martin Thorogood.

Latest Standings

1	Buendia Like Beckham	Charlie Manger	Sheffield
2	Ben10+1	Chris Durham	Derby
3	The Pensioners	Harrison Turner	Hamilton, Canada
4	Dunder Mifflin	Matthew Smyth	Derby
5	Seaton Saviours	Shaun Seaton	Scunthorpe
6	AFC Steeners	Tommy Stenlake	Hamilton, Canada
7	El Shaharvey	Harvey Daly	Taunton
8	Artekkers	Joe Williams	Bradford
9	JMB XI	Jack Murray-Bedding	Oxford
10	Long Dong Silver	Andy Nutall	Stockport



TBC Hull welcomes Ana and Oksana

The first of two new faces we welcome to the TBC Hull branch is Anastasia Jermolajeva (Ana). Welcome to the team Ana, we are delighted that you have chosen to join us.

Ana came onboard earlier in the year in June having previously worked for one of our major clients in the region - Wren Kitchens - where she had spent eighteen months in the training department and undertaking administrative duties. Due to the extent of travelling required for this role, Ana decided to seek work closer to home in Hull and applied for an Administrator position at TBC covering maternity leave in the Hull branch.

Due to her work ethic and competency, Shaun Walker, Branch Manager, was keen to offer Ana the opportunity to apply her skills as an onsite co-ordinator when a position became available at Jackson's Bakery. It was here where she joined our second newcomer to the team, Oksana Matijenko.

Oksana started her journey with TBC on 18th November following a six-year career at a recruitment business as an Account Manager. Prior to this, Oksana had worked as a Production Operative and Payroll Administrator.

When Oksana decided she wanted a similar position at another company she researched TBC. This included Google reviews and seeking out the views of temporary workers who multi-register with TBC.

We are pleased TBC checked out OK and passed your due diligence Oksana!

We are also delighted to have you both on the team.



L to R: Anastasia Jermolajeva and Oksana Matijenko

Candice Celebrates Promotion

We are always very excited to share stories about career progress. On this occasion, we shine a spotlight on Candice Daley who has been promoted to Branch Manager at TBC Stockport. Many congratulations Candice – you have earned the keys to the door!

Candice started her career with TBC as a Consultant in 2014. Since then, she has progressed her career and proven her abilities and under her stewardship, the Stockport office has achieved record figures this year during extremely testing times.

Hard work and dedication have been instrumental in Candice being awarded a well-deserved promotion!



Andy Nuttall congratulating Candice Daley

The Impact of Driver Shortages

The UK's haulage industry is facing many challenges that are impacting on the economy. A recent survey undertaken by the Road Haulage Association (RHA) suggests a 100,000-driver shortfall in the UK, an increase of 40% on the pre-Covid-19 period.

Contrary to the media narrative, Brexit and Covid-19 are not the main factors affecting the UK's diminishing driver pool – though they have certainly exacerbated the situation. The driving industry has been operating with an ageing workforce and a lack of new blood entering the profession - with the average driver being around 55 years old. At the start of the pandemic many drivers opted for early retirement whilst others chose to seek alternative employment.

“Some young people may not consider driving as a career choice. Industry stereotypes and a lack of relevant information are partly to blame for this. However, for others, driving offers both variety and flexibility which will be appealing,” said Tim Rogers, Senior Branch Manager, Backline.

The shortage of drivers affects businesses and consumers alike.

How are businesses affected?

Increased costs due to hauliers having to retain, upskill and attract new drivers

Driver wage hikes - fuelled by supply and demand - increasing logistics overheads

Longer delivery times

How are consumers affected?

Increased price of goods and operational costs, including logistics, will be passed on to the consumer

Potential delays with deliveries

“We are encouraging people to join the driving sector and upskilling our own workforce through our Elite Driver Training programme. Whilst there is some urgency to fast-track driver training, we will not compromise the safety of our drivers by rushing their training programmes,” concluded Tim.

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/

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**A Management Opportunity
is available in:
TBC Blackburn**

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

Bedford, Cambridge,
Manchester and Nottingham

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

Bristol, Cardiff, Gloucester,
Liverpool and Newport

The **Best**
Connection
EMPLOYMENT GROUP 

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

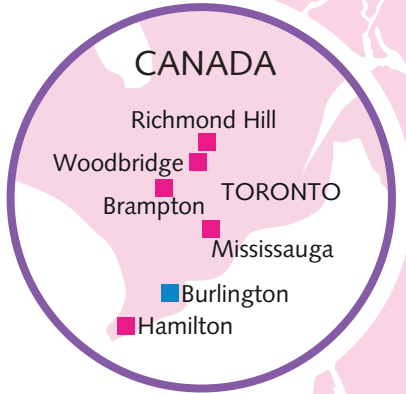
Banbury • Basildon
Hereford • Swansea

Want more details?

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



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Paper from sustainable forestry