

# SWS... **BEST NEWS**

## Adapting to a new world

A very warm welcome to SWS Best News, September 2020. In the last edition I spoke about the measures we had taken with regards to managing the ongoing impact of Covid19. These resulted in many colleagues being placed on furlough and the adoption of essential work practices. The economic downturn has been severe and this has affected our customers and subsequently the need for our services across many sectors.

A return to our pre Covid19 position has not come about at the speed we would have hoped, leaving us faced with having to make some extremely difficult decisions regarding the structure of the organisation. The hardest of these was announcing redundancies and saying goodbye to our co-workers. Sadly, this action was unavoidable but necessary to address the stability of the business and the future interests of all employees. We are now reaching the end of this process and look forward to building on our strengths and using our resourcefulness to get us through this challenging period. For those of you that have returned from furlough, it is good to have you back.

We continue to live in a world dominated by Covid19. It remains a disease that continues to spread and pervades our society, therefore, adhering to safety guidelines and respecting the need for keeping ourselves, our colleagues and customers safe at all times, is paramount. At a local level, we need to ensure that branch activities are conducted correctly. Our branch network is fundamental to our business model and remains at the core of our business, so it is imperative that our branches remain 'Covid Safe environments' which means visitors are kept to a minimum and controlled and logged. That way, we will always remain accessible. Our customers and temporary workers rely on us and we must be prepared to support their needs within the confines of our operation.

A positive outcome from the current crisis has been adaptability – looking at alternative ways of doing things. Like us, many of our customers have adapted to a new business landscape with some employing temporary workers for the first time to manage

their recovery. Technology has also played its part in adapting to new ways of working, in particular, the use of video conferencing which has quickly become a successful method of collaboration across the company. I am pleased to see that our training department has capitalised on this trend and the restrictions on face to face gatherings by creating online courses - the first of which will be the Virtual Foundation Course.



Andrew Sweeney

Despite the hardship and uncertainty over recent months there has also been some outstanding work undertaken across the Group with many notable achievements and events occurring which you can read about in this issue. And, of course, as a large community we also celebrate births, work anniversaries, new contract wins and record performances to mention a few good news stories.

Andrew Sweeney  
Chief Executive



### NEXT ISSUE...

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

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# Foundation Training goes virtual

Prior to the lock-down, many business functions and meetings would typically have a face to face element. After all, it has been a traditional and socially acceptable way of engaging with colleagues and customers for centuries. When this option was suddenly taken away from everyone, there was an urgency to find alternative ways of working that would be practical, functional and above all, safe.

One of the first departments to be affected by the lock-down policy was training. Historically, this function has been conducted in a tutor-led classroom style environment. The restrictions on face to face gatherings meant the cessation of training.

"A couple of weeks before the country officially went into lock-down the team found themselves in the unprecedented position of having to cancel all face to face training, including the Foundation Programme," explains Jodi Johnson, Group Training and Development Manager, TBC.

"It felt really odd announcing the decision, although it was absolutely the right thing to do for the safety of everyone. Faced with unexpectedly empty diaries the team felt that they wanted to start creating a different version of the Foundation Programme, one that made the most of the technology available to us.

"The team set about creating a new approach based on a set of design principles. The biggest challenge was to take the content previously delivered face to face and find a way of making this work in a virtual classroom environment. As the impact on the business became more apparent, like many others within the company, some members of the training

team were put on furlough. This left Martin Vale, Group Training and Development Consultant, leading on the more detailed design of the new programme, now referred to as VFP (Virtual Foundation Programme).

Key to the successful delivery of the VFP was the choice of a collaboration platform that would accommodate both video and data sharing, securely over the Internet. Following some assessment, it was decided to use Zoom.

"We had previously assessed the suitability of Zoom and made the decision to use it for the delivery of the E2E training so the decision to extend its use was made easier. With the help of the IT department we had a Zoom training room set up in Halesowen," added Jodi.

Zoom was chosen over similar platforms because of the functionality the platform offered which included the ability to create breakout rooms and the use of a virtual whiteboard. Following lock-down, Zoom quickly became a household name and very few people will have escaped some kind of Zoom meeting, quiz or drinks night.

Using Zoom over this period gave the training team the ability to test and experience it for themselves. This provided useful insights into how to prepare delegates for this approach to learning and some of the pitfalls to be aware of, along with how to make the most of the functionality available. The team are now making final plans to re-start the Foundation Programme in its new format and look forward to welcoming new delegates as well as those who had their Foundation Programme interrupted.

The Best Connection  
EMPLOYMENT GROUP

## Gain Information

Buying Signals

Build Rapport

Gaining Information

Identify Needs/Issues

Current Situation

Provide a Price

Unmute Start Video Invite Participants 3 Share Screen Chat More Leave Meeting



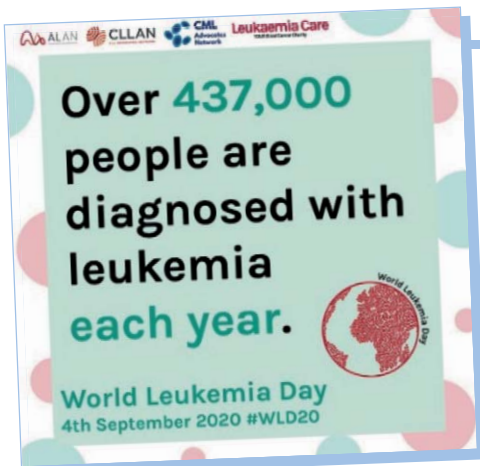
Gemma Nye with her new qualification in Recruitment

# Gemma passes Level 3 Recruitment

Congratulations and well done to Gemma Nye from Bailey Care Services, Melksham, on successfully completing her Level 3 Certificate in the Principles of Recruitment.

"I was really happy to receive my certificate after completing all my coursework and attending classroom-based training in Birmingham. The overall experience was really good and I learnt a lot about sales and enjoyed making new friends and learning about how other branches work. I was particularly interested in learning about onsite roles," said Gemma.

Well Done Gemma!



## Can you spot Leukemia?

The team at Bailey Care Services have been getting 'spotty' for World Leukemia Day which was held on September 4th. The campaign, run by Leukemia Care, is focused on creating awareness and educating people on how to spot the signs and symptoms. For some types of Leukemia early diagnosis is crucial.

## What is Leukemia?

Leukemia is a form of cancer which begins in blood-forming tissue, usually the bone marrow. The disease is characterised by the over-production of abnormal white blood cells.

Depending on the type of white cell affected, leukemia is classified as either myeloid or lymphatic and acute or chronic depending on how rapidly the disease progresses. Acute leukemia progresses rapidly unless the patient is treated effectively and can sometimes be cured with standard treatments, such

as bone marrow transplants. Chronic leukemia progresses slowly and although it is not usually possible to cure chronic leukemia with standard treatments, it can be managed as a long-term condition.

In all types of leukemia, symptoms are more commonly caused by lack of normal blood cells than by the presence of abnormal white cells. As the bone marrow becomes full of leukemia cells, it is unable to produce the large numbers of normal blood cells which the body needs.

## What are the symptoms?

While there are numerous signs and symptoms associated with leukemia, they are non-specific and can be associated with other health problems. Although a doctor may suspect a patient has leukemia, based on signs and symptoms, it can only be diagnosed by laboratory tests.

Depending on the type of leukemia, some of the common associated symptoms may include anaemia, persistent tiredness, shortness of breath, high temperature, night sweats, getting infections more often, bleeding and bruising more easily than usual, swollen glands, unintentional weight loss and swelling or discomfort in the stomach.

It's important to be aware of the leukemia symptoms and recognise what isn't normal for your body, even if you aren't sure what is wrong with you. If you or someone you know are concerned

about potential symptoms, seek help from a healthcare professional.



Julie Charters, BCS Melksham



Gemma Nye, BCS Melksham



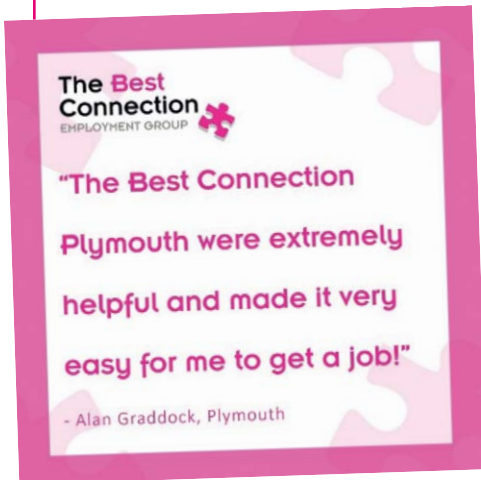
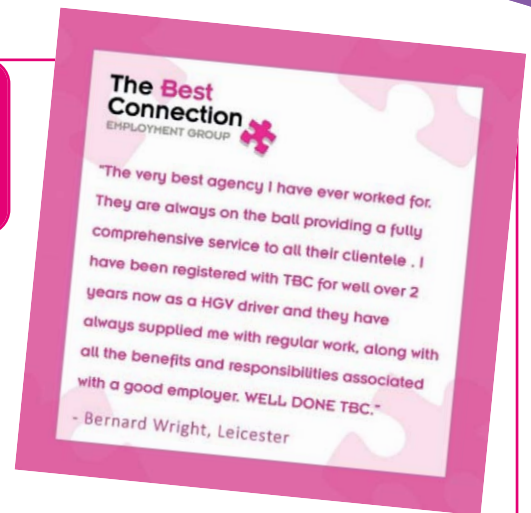
Zoe Wickens, BCS Worthing

# Google Reviews

Did you know that our average Google review score across the business is 4.6? This is up from 4.1 in January 2019 thanks to all the good work and great relationships being developed within the branches.

Google reviews provide insights about TBC to potential/existing clients and temporary workers. Anyone who searches Google for a branch of TBC will have access to the reviews for that branch.

Here's a small selection of the reviews we've received so far.



## ITAB Shop Concepts - a lifelong customer

Backline Logistics in Leighton Buzzard has been working with ITAB Shop Products (formerly Versatile Fittings) since the haulage business was established under the direction of Mark Gooden and Louise Gaunt in 2006.

ITAB is one of Europe's leading suppliers of shop concepts including supermarket checkouts, lighting fixtures and fittings as well as various other shop-fitting equipment.

As the sole supplier of haulage services to ITAB's main Milton Keynes and Hemel Hempstead locations, Backline also provides support to ITAB's Bishops Stortford and Barnsley sites.

The relationship between Backline and ITAB dates back many years for Chris Jacques, Backline's Assistant Transport Manager, who worked for ITAB before moving to Backline's haulage business in 2006 as Transport Planner.

"We believe the long-standing relationship with ITAB is a direct result of our ability to be reactive and reliable as many of the loads are planned at the last minute - working around ITAB's fitters having to be on site when our drivers arrive to deliver. Backline also provides highly skilled drivers with exceptional mechanical handling skills to move very large check-out systems safely from our vehicles to the shop floor - often in the middle of the night - as ITAB's supermarket client will not close down any stores during the day unless they have



absolutely no option," explains Mark Gooden, Strategy Director.

As well as delivering shopfitting equipment for the client, Backline also removes unwanted equipment which is delivered back to the supplier for recycling or disposal at waste management centres.

"The team at Leighton Buzzard work extremely hard to ensure they deliver a 100% fulfilment rate to ITAB," said Louise Gaunt, Transport Operations Manager, Backline Logistics.

## Backline Logistics Support Services welcomes back furloughed colleagues

Whilst the Covid19 pandemic has adversely impacted the economy and business activity in almost every sector, thankfully there are signs of a return to 'normal' at Backline and business levels are moving in the right direction.

At the start of the pandemic, Backline Logistics Support Services took advantage of the Government's Coronavirus Job Retention Scheme by placing over 100 drivers and around 20 office-based staff on furlough.

Following the relaxation of the lockdown, some staff returned from furlough to cover specific areas, including the delivery of the new online Driver CPC training, which Backline continues to offer. Bookings continued to increase to a level that warranted the recall of all staff on furlough. This was a milestone for Backline and great news for the team.



Backline's vehicles back on the road again!

Over the past few months, the need to modify work practices and processes has presented several challenges, however, the circumstances have also forced positive changes that might otherwise not have come about. For example, although all the company's staff have returned to their office-based roles, the team has kept up the daily video conference call. There has also been a noticeable increase in inter-branch collaboration - building on Backline's traditional team spirit and work ethic.

# CTS welcomes Darren Smith as new Sales Manager

We are delighted to welcome onboard Darren Smith who has joined CTS as the new Sales Manager. Darren brings with him a wealth of vehicle knowledge and rental experience having worked in the rental industry for over 20 years. In his career, he has held roles including Rental Manager and Branch Manager for a large national organisation and Key Accounts Manager for an established regional supplier.

With headcount being reduced in many

companies Darren will be able to capitalise on CTS's central online portal for hire requirements. This facility has proved invaluable to CTS's customers.

"I will enjoy each day and I'm excited to learn more about CTS and how the business operates. I am ready for a new challenge!" said Darren.

Everyone at CTS is thrilled to welcome Darren into the business. He is already a familiar face having worked as CTS's Key Account Manager in a previous role.



Darren Smith

## TBC Exeter hits a performance best

It is always encouraging to receive positive news, particularly in the current climate and on this occasion we turn to our colleagues in the South West at TBC Exeter who have exceeded their personal best weekly margin figures produced in three of the four weeks in August. Well done to the team, a remarkable effort by all!

TBC Exeter surpassed the previous best branch result by 11% which is an impressive achievement. What's more, we are told that the total contribution was equally shared across all three plans, so a collective effort has been made by the whole team.

So, what has helped TBC Exeter perform so well in the current climate? Well, feedback suggests that the success of the

branch can be attributed to the continued quality service that has been provided to all customers throughout the testing times this year and a healthy client base of 70 plus clients, spanning a wide variety of industries. Some of the industries supplied include supermarkets, distribution, food manufacturing, laundry, waste and recycling, pharmaceuticals and even chicken collections! So, clearly not all the eggs were in one basket!

"Our results produced over the past few weeks are testament to the hard work and commitment the team have shown throughout the year. I look forward to the branch pushing on to achieve new heights towards Christmas," said Jerome Francis, Branch Manager.



L-R: Natasha Vincent, Luke Davies, Holly Daly, Jerome Francis, Alice Cartwright & Imogen Emery Down (Laura Smith unavailable for photo)

# Max wins Solent NHS Trust's Heart!



L-R: Hazel Read, Facilities Management Support Services Manager at Solent NHS Trust & Max Hodgson, Trainee Recruitment Consultant, TBC Southampton

**Congratulations to Max Hodgson, trainee recruitment consultant in Southampton on receiving a Solent Heart Badge from Solent NHS Trust in recognition of the help and support he has provided in the community during the pandemic.**

Throughout these testing times Max has prioritised Solent NHS Trust and supplied them with essential workers such as cleaners, porters and caterers. Despite only being five months into his recruitment career at the beginning of lockdown, he has not allowed current challenges to affect his approach to supporting his clients' work which has entailed working his lunch breaks and after hours in order to fill bookings.

Steven King, Branch Manager, TBC Southampton, puts Max's early success down to following tried and tested best practice. He has clearly taken on board and absorbed Steven's coaching.

Max agrees that the apprenticeship training has taught him the right way to

go about his role and provides an opportunity to learn from others, especially when it comes to sales training. With the support and coaching from his manager, Max is confidently providing an operationally excellent service to the client and temporary workers.

"Managing Max has been a delight. He is keen to learn, takes on board advice and coaching and is hungry for success. With such a work ethic, I can see Max developing a great career with TBC," says Steven King, Branch Manager, TBC Southampton.

Hazel Read, Facilities Management Support Services Manager at Solent NHS Trust, said: "I nominated Max for the award because he is professional, supportive, thoughtful and understands the needs of my service and always goes the extra mile which has really made a difference during an incredibly stressful period this year.

"He is a shining example of a young member of staff who can be trusted to

support businesses like ours and complete the requests and demands of the customer, showing commitment and responsibility."

As a result of the excellent service provided by Max and the Southampton branch, TBC Portsmouth have also picked up additional bookings from the NHS Trust. It goes to show word really does travel!

"I am a career-driven person keen to prove myself. Being able to demonstrate this and support the NHS at the same time has been amazing! The training and support offered at TBC had a massive impact on my decision to join the business and to start my career. It has really helped me progress throughout my time here and I'm very excited about what the future holds for me at The Best Connection," says Max Hodgson.

**Congratulations and a massive well done to Max for his Solent Heart Badge!**

# A warm welcome to Baby Finley and other news from **BES Goole**

Congratulations to Gabs Chesworth, Administrator, BES Goole, on the birth of her beautiful baby boy, Finley, who was born on 11th March weighing a very healthy 7lbs 2oz.



Gabs Chesworth and Finley



## Kevin Driver welcomes new grandchildren

There are smiles all around from Kevin Driver, Senior HGV Consultant, BES Goole, who welcomed two new grandchildren into the world during lockdown. Granddaughter Elodie was born on 28th May and grandson Barnes followed shortly afterwards on 13th June. Hopefully, Kevin wasn't called upon to conduct any midwifery. Congratulations Kevin – time to prepare for those baby-sitting duties!

Kevin Driver

Commenting on the challenges faced during the Covid-19 pandemic, Lisa Gresham, Branch Manager, BES Goole, says: "I would like to thank every single one of the team here at Bailey's for their hard work and dedication throughout what we can only describe as extremely challenging times. We are certainly coming through this stronger than ever which is testament to the team's resilience and collective work ethic.

"I would also like to say a special thank you to Clare Thorpe whose positivity, never ending smile and cheerful personality has been a much-welcomed ray of sunshine over these past few months. Thank you for your constant hard work, commitment and support, even when you have faced personal challenges yourself. You really are one in a million Clare and we are very lucky to have you."

Clare Thorpe



## TBC Plymouth supports online boom and local services

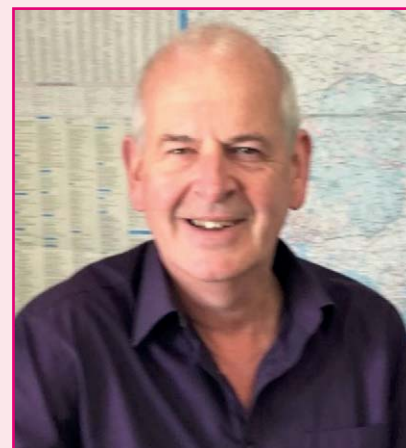
We are all aware that we are living through unprecedented times. One example, borne out of the lockdown, has been the boom in online purchasing, particularly of retail products and food. This in turn, has generated an unexpected demand for additional temporary staffing in supermarkets, retail distributors and more broadly, across the logistics sector.

In the south west of the country, one of TBC Plymouth's major retail logistics clients has mirrored this growing trend and actively recruited for Class 1&2 drivers. The holiday season brought with it much needed tourist trade to the

region and resulted in generating even further demand.

Of course, many elements of day to day life thankfully continue as usual and one of these weekly tasks is putting the bins out for collection. On this topic, we have some further good news to share from Bruce Trower in Plymouth. Following an agreement with a second-tier supplier, TBC Plymouth will now be supplying refuse loaders, Cat C (Class 2) Drivers & Commercial Cleaners to a recycling company based in the South West.

Well done to Bruce and the team in Plymouth.



Bruce Trower





## John Rastrick recognised as RHA HGV Hero

Earlier this summer, the RHA announced a campaign to recognise those individuals who should be acknowledged for their 'above and beyond' contribution to the industry. Entries closed on August 13th and we are delighted to share that The Best Connection's John Rastrick, who you may remember saved a lady from a burning car, is now officially an RHA HGV hero!

John rescued, Pari Mistry from her burning vehicle on the M1 in January 2019, saving her life. The petrol tank had been damaged by the impact and the car had burst into flames. John found Pari in an unresponsive state, freed her from the vehicle and he moved her to a safe place where she was later attended to by EMAS.

A huge congratulations to John for his

bravery and for this recognition from the RHA.

The RHA is also running the National Lorry Week campaign which is now in its sixth year. The week, which runs from 16-22 November, celebrates all the great work carried out by people in many roles across the sector.

This event has been scheduled earlier than previous years to maintain the momentum gathered by the HGV Heroes initiative. During the week, the overall winner of the HGV Heroes campaign will be announced. Those shortlisted will be contacted in writing prior to the event.

In a letter sent to all of those put forward for the HGV Hero award, Richard Burnett, Chief Executive, RHA said, "As chief executive of the only UK organization dedicated to the nation's



road transport and logistics industry, I want to say a sincere 'thank you' for taking part in this year's HGV Heroes campaign. This was a new venture for us and because of the Covid19 pandemic and the crucial role that the industry, particularly the drivers has played, has been phenomenal – we wanted that to be recognised."

**Whatever the decision John, you will always be a winner in our eyes. Congratulations!**

## TBC assembles virtual football supporters at Portsmouth FC



Due to coronavirus, football supporters have not been able to attend their beloved live matches. It must be a strange experience for professional sportspeople to perform in an empty stadium when they have been used to large, energetic crowds. For football in the UK, this has become a sad reality,



TBC temporary workers with virtual supporters

but at least we have a chance to watch the games remotely. In an effort to create an atmosphere, some clubs have applied their creativity to make the best of the situation and this is where TBC's client, The Football Company, has been able to play its part.

The Football Company, based in Glasgow, holds exclusive LED advertising rights for Scottish Premier Football League club games and many SPFL championship matches shown live on Sky Sports, Premier Sports and BBC Scotland.

TBC was engaged to provide support to help with preparations for a league 1 play-off semi-final held at Portsmouth FC stadium, Fratton Park. This involved arranging LED advertising boards around the pitch and setting out cardboard cut-out 'supporters' on the stadium seating to create the impression of a real crowd! Let's hope we return to the roaring crowds very soon.

# Brexit

## – where are we now?

With a shift of focus since around March this year, Brexit may have been side-lined in the press, but it hasn't gone away. In fact, quite the reverse. The UK has left the EU and we have until the end of 2020 to sort out a trade deal – among other things! The latest Brexit update document, which has been shared on our website, contains some interesting and informative facts on the progress of the EU Settlement Scheme and the new points-based immigration policy, as outlined below.

### Points-based immigration

From 1 January 2021, free movement for EU citizens to the UK will end and be replaced with a points-based immigration system. The new system will treat EU and non-EU citizens equally and transform the way in which all migrants come to the UK to work.

Under the system, points are assigned for specific skills, qualifications, salaries and shortage occupations. Visas are then awarded to those who gain the required points. The new system will not apply to EU citizens and their family members living in the UK by 31 December 2020. They are eligible to apply to the EU Settlement Scheme and have until 30 June 2021 to make an application.

As a transitory measure, employers can continue to accept the passports and national identity cards of EU citizens as evidence of their right to work up until 30 June 2021.

### Skilled workers

From 1 January 2021, anyone coming to the UK to work will need to demonstrate that:

- they have a job offer from a Home Office approved sponsor
- the job offer is at the required skill level – RQF 3 or above (A Level and equivalent)
- they speak English



### In addition to this:

- if they earn more than the required minimum salary threshold, they are eligible to make an application
- if they earn less than the required minimum salary threshold, but no less than £20,480, they may still be eligible if they can demonstrate that they have a job offer in a specific shortage occupation or a PhD relevant to the job
- Lower-skilled workers: There will not be an immigration route specifically for those who do not meet the skills or salary threshold for the skilled worker route
- Other routes: Initiatives are also being brought forward for scientists, graduates and NHS workers, which will provide businesses with additional flexibility. A new Graduate Immigration Route will be available to international students who have completed a degree in the UK from summer 2021. This will enable international students to remain in the UK and work at any skill level for two years after they have completed their studies

For more information please refer to the Brexit Update on our website.



# TBC Scunthorpe wins Wren Kitchens supply deal

Put your hands together for James Morgan National Sales and Marc Dawson and Matt Forrest from TBC Scunthorpe who have signed a new contract with Wren Kitchens to supply temporary workers at the company's three manufacturing sites in Scunthorpe, Howden and Barton-upon-Humber in North Lincolnshire. Congratulations to the team on this great news!

Wren Kitchens is a well-known kitchen manufacturer founded in 2009 that has grown to become one of the largest employers in the Humber region. In 2019 the company was named Retail Employer of the Year by Indeed.

Due to the Covid19 lockdown, Wren had anticipated a decline in business demand, however, trading was better than initially forecast leading to a requirement for temporary workers. The TBC team were given a brief to provide up to 200 temporary workers across the three sites starting in early July. A ramp-up in requirements happened almost overnight with 30+ people



L to R: Debbie Shore, Ligita Volkova, Alison Law & Mark Sanders

needed within a few days!

Not surprisingly, it was a huge team effort to meet supply at such short notice, with Shaun Seaton and Matt Forrest running the 6am inductions in the early stages whilst the onsite teams were recruited.

Debbie Shore, Senior Account Manager, is project lead with Mark Sanders, Project Co-ordinator, conducting the implementation for all sites. Onsite support is delivered by Alison Law in Barton, Ligita Volkova in Scunthorpe with Bailey Employment Services supporting the site in Howden.

Wren is continuing its growth with the recent move to a 6-day rota across all sites and the development of a new factory that is expected to be ready by October 2021, creating around 600 jobs.

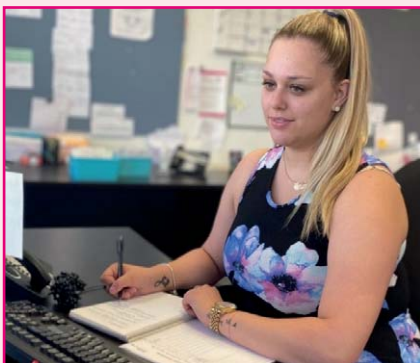


L to R: Lisa Gresham, Leanne Kruze & Dace Baranovska

## New Online Registration Process

The team at The Best Connection Inc. are excited to announce the launch of their new online registration system.

The new system, which can be accessed online from any device, will save time and allow the business to reach a wider range



Britney Rodriguez pictured using the new online registration process

of applicants. It allows the management of candidate testing, identification documents and helps track the progress of applications.

From day one, the system has been an immediate success with candidates accessing and navigating the registration process with ease. The team are already seeing the benefits of its use and the team's efforts to promote the new facility to both current clients and prospective clients has received a great response.

"I'm already seeing the benefits as the process is now faster and I can register more temporary workers. Furthermore, it's a straightforward application to use," said Britney Rodriguez, Senior Consultant, Woodbridge branch.

A truly Canadian issue is the inclement weather people experience in the winter

season. By providing an online registration option, temporary workers can now enrol without the need to visit a physical location that might otherwise be difficult due to snow or ice storms. This is a great benefit!

Along with video conferencing technology, online registration will allow the team to navigate the 'new normal' without interruption.

"We worked closely with the IT department to trial, test and prepare for this launch. The IT department has been quick to answer any questions and has been accessible, considering our 5-hour time difference! Thanks to everyone in IT," added Elliot Mendoza, Sales Manager.

As Ontario returns to work The Best Connection Inc. is ready to deliver!

## Driving tests resume for Fleetmaster

**Due to Covid19, thousands of DVSA practical driving tests were cancelled across the UK. After a long six months, there is finally some light at the end of the tunnel and the team at Fleetmaster are feeling reinvigorated about resuming normal activities.**

As expected, when driving tests resumed on 13th July 2020, things were inevitably a little different than Fleetmaster was used to. The daily number of tests were reduced and the overall availability of tests across the UK was extremely limited. In addition, due to the backlog, the demand for practical driving tests was higher than it had ever been before. This

meant tests were being snapped up just as quickly as they were released!

With Fleetmaster having its own established DVSA testing centre the team were in a particularly strong position to slowly recommence training at its operation in Dewsbury. Over the past few months, Fleetmaster has been allocated nine practical driving tests a month. Although this is less than half the number being completed prior to the Covid19 outbreak, it has allowed the business to put the training vehicles back on the road, adapt to the changes and adopt a new approach to driver training and testing.

The measures put in place by the DVSA to comply with coronavirus guidelines and regulations have been working successfully over the past few months. As a result, there is now an increase in test availability nationwide.

By the end of October, the DVSA is hoping to have each examiner conducting the usual four tests a day. This is the news Fleetmaster has been waiting for as it will enable the business to get more training vehicles back out on the roads and allow the team to support its customers with their licence acquisition needs at a much quicker pace.

## The rise and rise of Telescopic Handler Training

Have you ever thought it might be a lot of fun to operate one of these enormous handling machines? In the wrong hands you could also do a lot of damage in a short amount time which is why, thankfully, we have expert trainers on hand at Fleetmaster who can show prospective drivers the ropes – so to speak! Such is their demand, Fleetmaster is delighted to announce that four new companies, in as many recent weeks, have chosen Fleetmaster to deliver their Materials Handling Equipment training. Congratulations to the team.

The training services offered by Fleetmaster range from Counterbalance to the more specialist Auger Drill and 24ft Telehandler equipment. Fleetmaster is one of a small number of training providers in the UK that have the capability and capacity to deliver such specialist training at its own training centre, which is located in Dewsbury, West Yorkshire.



# Ian Lettice set to celebrate 12 years at Fleetmaster

Let's all 'give it up' for Ian Lettice from Fleetmaster who celebrates twelve years with the business in November this year. In his own words:

"When I was invited to write this by my directors, my initial thought was really, wow, I am officially old! However, here we are and November will mark the 12th year of my journey with Fleetmaster. Did I ever consider that I would be in the position that I am today? Absolutely not.

All those years ago, I joined a small team at Fleetmaster and worked in all departments trying to find my feet and nail down a role I could get my teeth into.

Fast forward over two decades and my job role is now Commercial Services Operations Manager dealing with national organisations while overseeing their specific training development.

"I have no doubt Fleetmaster has helped and guided my professional and personal development and for that I cannot thank them enough. Let's hope the next 12 are as enjoyable as the first. Thank you."

Although there is still a while before the big day, we all hope you manage to spend some time enjoying your work anniversary. Congratulations Ian and here's to the next milestone!



Ian Lettice



## SWS Group Fantasy Football rolls on!



With so much continuing on a 'virtual' basis at the moment, Fantasy Football is a perfect indulgence for soccer fans and enthusiasts. Behind the scenes, the season has come and gone and as always, there are winners and losers. So, firstly, who snatched the Manager's top slot?

Well, drum roll . . . we can reveal the accomplished winner is Martin Scrivens who won by a slim margin of 23 points. Congratulations to Martin who, as an ex local league referee, has successfully transferred his real-world, on-the-pitch experience to this virtual world. Apparently, according to some local league players who experienced the sharp end of Martin's whistle in the past, some of his refereeing decisions could be considered as pure fantasy - but this is, of course, just hearsay!

And then there are those who tried and didn't quite make the cut but, nevertheless, deserve a special shout out starting with Ashford. Whilst the metropolis that is Ashford does not have a major football team (or perhaps one at all), clearly the in-depth knowledge of local consultants, Jamie and Michael, has been effective as they managed to get 2 managers in the top 7 which is no mean feat. Team Topaz, who also lack a local major football team, also featured in the top 10. Well done Oliver and Martin!

### Here's the top 10:

1	Sports Mixtures	2327	Martin Scrivens
2	NeverSayNevesAgain	2304	Jordan Langley
3	Only Kruls & Horses	2295	Jamie Biggs
4	FC Ballarat	2285	Martin Vale
5	Unai's Emery Cloth	2215	Max Grainger
6	Crowfish Athletic	2183	Paul Crocock
7	Its Coming Home 2021	2178	Michael Sharp
8	Dunder Mifflin	2177	Matthew Smyth
9	Glyfi as charged	2176	Oliver Darley
10	Worcester Warriors	2159	Martin Thorogood

Mr T would like to thank everyone who took part in this year's league. It has been a lot of fun and no doubt a welcome distraction given current times.

**Good News! The Premier league starts again in September so watch out for the e-mails letting you know when you can start picking your team and the code you need to enter the league.**

# TBC Barnsley a class from 2016

The Best Connection's Barnsley branch opened its doors to the local business community in September 2016. It now has a team of seven dedicated people, so let us see who they are.

Overseeing the branch, along with TBC Wakefield, is Scott Richmond who has been with the team for the past three years. Richard Bentley, Branch Manager, with two years under his belt,

is Divisional Manager. The consultants are Jessica Godfrey, Senior Industrial Consultant, Jenny Scott, Industrial Consultant and Liam Rusby, Driving Consultant. Marek Tancos is the Onsite Account Manager and Paige Mason, who joined this year, supports the team as Branch Administrator.



Scott Richmond



Richard Bentley



Jenny Scott



Marek Tancos



Andrea Pascu



Liam Rusby

## TBC Barnsley takes Cranswick to Onsite

One of TBC Barnsley's major clients is Cranswick Plc - a leading British supplier of premium, fresh and added value food products. With the UK as its main market, the company has expanded through acquisitions and organic growth and now supports a workforce of over 11,800 people.

TBC began supplying temporary workers to Cranswick in May 2019. This ranged

from 20 to 130 staff a day during peak operation. 2020 has been a remarkably busy year for the company because of the impact of Covid19. Due to this, they decided to use a second agency through the lockdown period as the demand became so high.

Cranswick has always been complementary about TBC Barnsley's service. This led to discussions about the

benefits of setting up an onsite service. Following negotiations, Cranswick agreed to TBC as the sole-supplier and to adopt the onsite model. Marek and Andrea are now dedicated to the account.

Congratulations to the team for developing such a strong customer relationship and to the onsite team for another great client.

# Scott returns to where it all began

Scott Bland has returned home! Eight years after starting his career with TBC at the Cannock office on 19th March 2012, Scott has returned to the branch - but on this occasion, in a new capacity as Divisional Manager. Congratulations Scott on your return and having your very own branch!

Since his trainee days, Scott has been busy gaining essential industry knowledge and experience that has laid the foundations for his career. Under the guiding eyes of Indy Sanghera and Paul Young, Scott has progressed from Consultant, to Senior Consultant and now Divisional Manager. Scott now has the opportunity to shape and develop

his own branch.

"TBC Cannock has a mix of youth and experience, is well-established and has operated successfully throughout a tricky year. By concentrating on the company's four strategic pillars, Scott will be a positive influence on the branch," said Lee Bennett, Senior Manager.

There's no doubt, Scott has some big shoes to fill as he follows in the footsteps of Craig Robertson and Lee 'Wiggy' Bennett, both of whom cut their teeth at TBC Cannock and have since gone on to develop their careers further.

**Well Done Scott!**



Scott Bland

# Tom navigates his London branches by bike!

Every picture tells a story. And in this picture, along with the smiling team members, is a bike and our very own, Tom Meakin, Area Manager. Prior to the pandemic, Tom didn't have a bike and like so many other commuters in London used public transport to get around.



L to R: Peter Hemmings, Natasha Schofield, Tom Meakin, Emma Holmes & Chelsea McCreig

Given the option of risking a reduced service, Tom made the decision to invest in two wheels and a saddle to travel to the

Croydon and Earls Court offices.

"Before Covid19, I didn't own a bike and now I'm cycling on average 40 miles per week. Interestingly, you get to see London from a completely new perspective on a bike. By chance, I've actually found a couple of new industrial estates for canvassing," said Tom.

"The picture was taken outside TBC Croydon with the branch team. Peter Hemmings on the left has just completed his 20-year service with The Best Connection. All my branch teams have been fantastic and very reliable throughout the pandemic. I am planning on attempting the much longer ride to Hanger Lane and Staines in the next couple of weeks - so wish me well," added Tom.

**Good effort Tom, thankfully you spared us the lycra!**



Tom with mobile advertising tabard!

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