

SWS... **BEST NEWS**

Reflecting on 30 years in business

Welcome to Best News June 2021. I am delighted to celebrate with you our 30th anniversary. We started the business in 1991 at the height of a recession in Birmingham's competitive industrial heartland. What were we thinking?! When I reflect on our first office in Tyseley, where it all started, I am reminded of the challenges we faced, the opportunities we grasped, the fun we have had and the people that have shaped the company into what it is today. The 30th anniversary supplement shares some stories on how it all began and how the branch network evolved. It has been a journey which started before some of you were born, nevertheless, you are all part of our story, our history and our future.

The branch network continues to adapt its processes to accommodate temporary worker engagement and client contact. Thankfully, digital technology and the Internet are playing a vital part in supporting us with these day-to-day tasks. Our new digital onboarding system is a prime example which has allowed the business to respond quickly to changing client needs.

Despite the challenges of the past 18 months, we have lots of good news to share from across the business. We continue to win new contracts and renew and extend existing relationships with major brands across the Group taking market share from our competitors. A commonality of these achievements is working as a team across our network and sharing the skills and expertise we have across the Group to our collective advantage. A good example of this approach is outlined in a story about our contract with International Logistics Group. This contract emphasises the importance of delivering a consistent, quality service across the country and offering complementary services that address a customer's diverse requirements.

In this edition we also feature our onsite function. Some of our larger customers rely on our onsite teams to provide a tailored

solution to meet all of their day-to-day temporary worker requirements. Many of the onsite opportunities that have converted to this model originated as A-Z clients from the branch network. Working as a team to win good business certainly pays off.

Over the other side of the Atlantic our Canadian colleagues at TBC Inc continue to make their presence felt as they expand the brand across the region. They have been managing the effects of the global pandemic, much as we have in the UK. We continue to expand our footprint in the region with a recent opening of another branch office and have high hopes for the future.

In other stories, we share well-earned job promotions, celebrate an ever-increasing list of long-service awards and welcome many new faces who have embarked on their career with us. We continue to recruit talented individuals who bring experience, enthusiasm and fresh ideas to the business and we wish them success.

Thank you all for your hard work, team spirit and continued success. Please continue to share your stories and good news and above all, keep safe.

Andrew Sweeney
Chief Executive



Andrew Sweeney

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Connection
EMPLOYMENT GROUP
1991 - 2021



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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Aviation Connection ready to take off!

Whilst the Aviation industry has been rather quiet due to Covid-19, the Aviation Connection team have used their time wisely and after much hard work and collaboration with TBC marketing have designed and developed a new Aviation eBrochure. The format is contemporary, interactive, informative and highlights some of the key unique selling points of Aviation Connection.

Aviation Connection has also been working hard on developing the systems, processes and IT for a centralised Aviation Compliance Centre. When completed, this will give Aviation Connection the capability to support clients throughout the UK Aviation sector, adhering to strict CAA regulations and offering clients a complete compliance solution that includes a full 5-year reference check, DBS checks and any relevant training.

Having gained signatory status in Gatwick in 2019 the team are now preparing to gain signatory status in other UK airports as the aviation world starts to recover. Like many people and businesses in the UK, the team are excited and ready for the world of Aviation to take off again.

Keep an eye open for more TBC Aviation Connection news as the world of international travel gets started again.



Mihaela Mihai

Temp to Perm's a Piece of Cake for Mihaela!

In some instances, temporary workers have the desire and opportunity to convert a flexible role into something more permanent. In Mihaela Mihai's case, after registering with TBC in Telford in January last year she has been offered and accepted a full-time role.

As a gesture of appreciation Mihaela

shared a fantastic cake with some words of thanks the team. To say Thank You, it reads: The Best Connection for always giving me the opportunity to work and provide for my family. I say thank you from the bottom of my heart.

Many congratulations Mihaela. We wish you all the best in your role.

ILG extends TBC Contract

The Best Connection has secured a two-year preferred supplier agreement (PSA) with global logistics business, International Logistics Group (ILG) to provide temporary workers at its sites in Crawley, Staines and Northampton.

ILG is a specialist in outsourced order fulfilment, warehousing, rework and packaging services to multi-sectors including retail, travel, education, technology and healthcare. In 2018, ILG became part of Yusen Logistics Group.

Prior to the contract renewal, TBC Crawley managed all of the client's local temporary worker requirements with TBC Staines supporting around 40% of demand. The local teams had developed a strong relationship with ILG over the years and a good understanding of the client's operation.

Negotiations began in February 2021 with Trevor Higgs, National Sales Manager, being brought in to lead the engagement. In addition to the existing locations, ILG was opening a further site in Northampton and enquired with Emma Thompson, Branch Manager, Crawley, if TBC could also serve this site.

"We are fortunate to have the central support offered by the National Sales Team at our disposal. Trevor's input has been particularly helpful in co-ordinating the elements required for this type of contract engagement. This has freed-up my time to focus on branch level activities," said Emma.

Following several meetings with key stakeholders at ILG including Human Resources, Procurement and Operations and knowledge-sharing across the supporting branches, a proposal was compiled in March based on a value model that would deliver a sole supplier relationship, onsite expertise and cost savings.

After a full review, ILG awarded TBC the PSA. As a result of the new contract, TBC Crawley retains its staff provision with TBC Staines gaining all future temporary worker supply. In addition, TBC Northampton gains a new client with an initial requirement for 30 staff rising to 120 by September.



The successful outcome of the ILG contract could not have been achieved without a true collaborative team approach. This example exemplifies The Best Connection's core belief – 'we can achieve more by working together as one team'.

"Our people excel at developing strong relationships with clients at branch level. National Sales offers a centralised function to lean upon that builds on these foundations to help develop business nationally. We are here to support the branch network and to pull-in resource to help win contracts. We are always happy to talk through any potential opportunities," explained Trevor.

Congratulations to Emma Thompson and Sean Marten, Senior Manager, for building a strong local relationship and to Mike Williams, Branch Manager, Northampton and Andy Presley, Senior Manager, for securing the new Northampton opportunity. A big thank you to Alex Dirman who has played a key role as Project Manager and last but not least, Trevor Higgs, National Sales Manager, for getting the contract over the line.

A huge success and great team effort!

TBC 10-year awards

It is ten-year time again! This time round we are delighted to share that in future, we will be celebrating those having a ten-year work anniversary each quarter.

For Q1 the following people have reached this milestone and will receive a £500 voucher to mark the occasion.

Congratulations to you all and thank you for your service, loyalty and hard work.

- Adam Tilley - Oxford
- Cheryl Andrews - Portsmouth
- Shelley Pike - Preston
- Alison Law - Scunthorpe
- Hiten Pankhania - Staines
- Mark Widdop - Sheffield
- Marcus Fenton - Topaz
- James Mcleish - Bedford

We did it -

over 100,000,000 steps!



In March, many of you took part in March4March to raise money for Cancer Research. The event was centred on a collective target of completing 100million steps. As a result of your efforts, along with a like-for-like donation from TBC, a total of £11,358 was reached. Congratulations on making such a magnificent effort.

March4March ran in parallel with Cancer Research's Walk All Over Cancer with the target number of steps – equivalent to around two laps of the Earth – being hit on day-25. That is an astonishing 1900 miles each day.

The total tally of steps at the end of the month was **136,558,509**. So, who were the top steppers?

Milton Keynes	11,828,494
Crewe	10,914,143
Birmingham, Div 1	7,920,636
Topaz,	7,905,720
West Bromwich	4,904,908
Halesowen	4,528,965
Mansfield	4,415,767
Crawley	3,841,294
Walsall	3,593,308
Derby	3,382,987

Well done to everyone involved and thank you for your efforts.

And the March4March Motivator Award goes to ...

Having an understanding of the impact cancer can have on people's lives is difficult – unless you have been close to it. **Julia Marshall, Divisional Manager, TBC Birmingham, shares her experience.**

"This year, the business decided to take on the challenge to complete 100,000,000 steps throughout the month of March to raise money for Cancer Research UK. I was put forward by Sharon Latif, Senior Manager, to be the ambassador for the Birmingham office to help promote and encourage my fellow colleagues to get involved.

"I am sure many will understand when I say this, cancer does not just affect those with the disease. It can be tough for those connected to that person too. In 2016, I lost one of my best friends to cancer which was heart-breaking for me. We can be there, laugh, smile and encourage them to be positive, but deep down, unless you have faced this disease before you can never completely understand the impact it has on their lives, both emotionally and physically. This, I think, is the hardest part, the feeling you are of little use to them and

as much as you want to take away their pain, you can't.

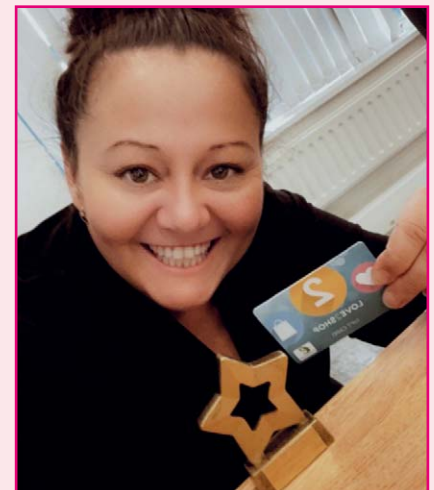
"In 2019, my brother Michael and I were both unwell. We were examined at the hospital for abdominal pains. I had a few more checks than Michael and on my final scan they advised I had a tumour in my liver. At this point it was not clear if it was benign, but it did not matter. I panicked, I cried, I went through lots of different emotions for many weeks until I received my results concluding it was benign. Sadly, Michael was diagnosed with pancreatic cancer.

"My world fell apart. How could I tell him my news when he was facing the toughest challenge of his life? It was simple to me, I didn't. I was just there for him every day, from work I would go to the hospital with my mom, and we would sit with him, talk about our day and try to be upbeat. But there were days when he just wanted us to be quiet. He knew we were there and that was all he needed. Thankfully, to this day, my brother is healthy and I can only pray this will continue.

Julia with her March4march Motivator Award

"To be asked to represent Birmingham was an honour and great fun! To be awarded the March4March Motivator Award really does mean a lot to me - like a film star receiving an Oscar. Thank you!

"I must say thank you to everyone in Birmingham who took part and contributed, but also a special thanks to Callum Maguire, Paul McMahan and Liliana Marshall, who completed the challenges I set for them."



Joseph and Grant make an impact in Bristol

It is always a pleasure to share the progress of individuals who are making a real difference – particularly in these testing times. On this occasion we turn our attention to recruitment consultants Grant Chalmers-Stevens and Joseph Vine from TBC Bristol who have been trailblazing after a mere six months with the business.

Joseph has made his mark by tripling the HGV driving plan revenue which is a massive achievement. We are reliably informed he is incredibly hard-working and has converted some excellent clients and has built a solid relationship with his drivers.

Grant is a massive personality in the office and is always

making his fellow team members smile with the odd dad joke or cheesy pun to lighten the mood. He has certainly found his stride in converting clients. In one week alone he converted four new clients on the IND plan. Grant's efforts with social media are apparently the reason behind the branch winning breakfast from the Facebook challenge.

"I cannot wait to see how they both develop over the next few years with TBC. I am happy they are a part of our fast-paced branch," said Janna Rogers, Branch Manager.

Keep up the good work both of you. We look forward to further good news stories and some cheesy jokes!



Joseph Vine



Grant Chalmers-Stevens



Callum Maguire

Callum receives key to the door

In the past, when you reached the ripe old age of 21 you were given the 'key to the door'. Receiving his metaphorical key is Callum Maguire, TBC Birmingham, who celebrated his 21st birthday on April 14th. Many Happy Returns Callum.

As well as reaching this milestone, Callum also won the sales competition for the first quarter. Not surprisingly he is absolutely thrilled and has been made to feel very special – which indeed he is!

Callum joined the team in October 2018 just after his 18th birthday. As a trainee consultant, he pushed himself and worked hard and it was not long before he was promoted to a recruitment consultant for his efforts. Callum is extremely popular

with his colleagues and has a great sense of humour.

Stephanie Cox, Apprenticeship Trainer, commented: "When Callum started working at TBC, he also started his recruitment apprenticeship. It was a pleasure to work with someone so eusthanistic, he embraced the training and this was very obvious when he achieved a very well deserved distinction!"

To mark the occasion, his team at TBC Birmingham arranged a surprise birthday celebration. Despite being on leave, Callum was coaxed into the office under secrecy to be faced with a pop-a-party cannon, a balloon drop and rousing rendition of Happy Birthday!

New Faces at BES, Goole

In line with only bringing people back into the office when it is safe to do so, we are excited to introduce some new faces to BES Goole and celebrate a promotion!

We warmly welcome Beth Share and Chelsea Gardiner to the Lloyds Banking Group team who have joined the team to continue the good work of

Resourcing for the many locations BES supplies. Beth has a customer service background and brings people skills to the role. Chelsea has also worked in customer service for a local electronic online retailer. She is used to talking to people and enjoys bringing a personal touch to her work. Both Beth and Chelsea have quickly become part of the team.

BES is also delighted to welcome Billy Stephenson to the BES Goole Industrial Division as Trainee Industrial Consultant. Billy graduated from Leeds Trinity University with a degree in Sports Journalism. He has lived and worked in the south of the country and recently moved to the north to be with his partner. In his spare time Billy enjoys Marathon running.



Beth Share



Chelsea Gardiner



Billy Stephenson

Farewell

It is time to say farewell to Dace Baranovska and Laura Armstrong, who have both chosen different career paths. Dace has moved into a transport role with DHL and Laura has joined the DWP as a Work Coach. They'll both be missed. Goodbye and good luck!



Dace Baranovska



Laura Armstrong



Amy rewarded with promotion

We are delighted to announce Amy Barden's promotion to Consultant at Bailey Employment Services, Goole. Congratulations!

Amy has worked on the Lloyds Banking Group contract for over two and a half years as a Resourcer and has consistently proven her capabilities. She now takes on the added responsibility of the Consultant role and will be passing on her secrets of success to Beth Share and Chelsea Gardiner who are new Resourcers in the same team. **Good Luck in your new role, Amy!**

Swift action by TBC Nottingham results in Modern Day Slavery conviction

Thanks to the swift action taken by The Best Connection Nottingham's Ieva Breitereyte, Senior Consultant and Rebecca Godber, Payroll Administrator, a victim of Modern Day Slavery has been rescued and the perpetrator subsequently jailed for over three years.

The individual concerned came to The Best Connection to make a change to his bank details. When questioned why this was being requested, he revealed that he was being forced to do so by a third party. His unkempt appearance also suggested that he had little money.

With concerns raised, Ieva informed divisional manager, Dave Walter, who notified the Police. This led to an investigation that resulted in a conviction, prison sentence and a 10-year Slavery and Trafficking Prevention Order.

Whilst the victim waited for the police, the team rallied round to provide cigarettes and food and made him comfortable. At the trial, held at Nottingham Crown Court, Dave Walter provided evidence for the prosecution stating TBC's Stronger Together policies had led him to inform the police on the day. Both Ieva and Dave

have credited Modern Slavery training for helping them to recognise key signs that raised suspicions.

A huge well done for being suspicious, raising the alarm and following the best practice in bringing this incident to the authorities' attention. It is always prudent to question temporary workers if you believe they are potential victims of MDS.



Danny and Ernie get Bertie back

It is said, 'a dog is a man's best friend' (and everyone's surely?!), so, when they become ill or are injured, we are naturally worried about their welfare.

Earlier in the year, Danny Keyes, Area Manager, became very concerned for one of his two dogs, Bertie, when he was struck down by a rare and devastating neurological condition called Polyradiculoneuritis that resulted in him being paralysed from the neck down. It is thought that the condition is a result of the dog's immune system going into overdrive and attacking its own nervous system. Not surprisingly, Danny was devastated.

"Bertie was completely paralysed from the neck down for four weeks. After a month of rehabilitation, he started the long process of recovery and learning to walk again. It has taken a long time and he still has a long way to go but he's getting stronger every day," explained Danny.

We are delighted this story has a happy ending and both Ernie and Danny both have their faithful friend back on their daily walks.



Bertie (blonde) on his morning walk, fully recovered, with his brother Ernie

Miroslav Habijanec joins BCS



Miroslav Habijanec

We are delighted to welcome onboard Miroslav Habijanec who has joined the Bailey Care Services team in Worthing as a recruitment consultant. Miroslav, who goes by the name of Miz, has been with Bailey Care Services since 29th March 2021 and brings with him nearly 15 years of recruitment experience in the education sector along with catering, industrial and care.

Outside of work, Miz enjoys long walks along the beach with his family and his 3-year-old son keeps him busy with all sorts of shenanigans! He is a passionate Manchester City fan and enjoys wearing loud socks and karaoke.

"Having been with the company for over two months, Miz has settled in well and the team have made him feel very welcome," said Zoe Wickens, Divisional Manager.



BACKLINE

LOGISTICS | RECRUITMENT | TRAINING

Flying the flag for female truckers

The haulage industry is traditionally seen as a male dominated industry and the figures support this perception. Out of the 315,000 registered truck drivers in the UK, only 2,200 are female and of those, only 1% are HGV drivers. However, this imbalance is starting to change and at Backline we are proud of the female drivers we work with who have built solid relationships with our clients and deliver an outstanding service.

We recently caught up with one of our female drivers, Nicky Ryder, who has been working with us for nearly five years and asked her a few questions.

What made you chose the path of becoming a trucker?

I spent my late teens, 20s and early 30s travelling and moving around, so I spent a lot of time driving big vehicles. I even converted a 1960s bus and drove it down to Spain and through Portugal and loved the freedom that came with it. When you're driving alone you get time to think, you can listen to music, listen to audio books and get transported to another world. It gives you headspace that you wouldn't get working in an office with other people.

You've been driving for Backline since 2017 - what did you do before that?

I've always been self-employed and hands-on with the work that I've done, whether that's growing flowers, working on farms or domestic work. I've always enjoyed being a lone worker and as a single parent it's nice to enjoy the peace and quiet!

How did you make the leap from your previous job to becoming a driver?

Driving is something I'd always enjoyed and had experience in driving larger vehicles, so it made sense to turn those skills into a job that would bring me joy and pay the bills!

The driving aspect has always been the easy part for me, even though I can be driving massive vehicles pulling heavy loads. Walking into an office or a canteen full of people that I don't know is another thing entirely - it's a big deal for me and puts me outside of my comfort zone.

What would you say is the most challenging part of agency work?

Walking into the cabin or the office for the first time is always really daunting. They don't know who you are and I worry that

they have preconceived ideas about my ability because I'm a woman.

Then there's hanging out with the other drivers and getting to know them too. Being welcomed into any tight-knit family can feel overwhelming, but the team at Backline are great and some of the other drivers are now good friends of mine.

As a female trucker, what do you think stops women pursuing a career as a truck driver?

The inflexibility, 100%, especially if you're employed to work for a business rather than through an agency. Trucking jobs can often involve long journeys and long working hours, which doesn't allow you to do the school run, or cook a meal for your kids every evening, or put them to bed. When you have a family you have a duty to provide for your kids and care for them. Historically the woman is the caregiver, so she's often the one sacrificing her career to raise her family. Or, like me, you're a single mum and need to be available at the drop of a hat. That's why I've stayed with Backline for so long, because there's an open and honest understanding that things happen and life can get in the way.

You're celebrating your five year anniversary with Backline in January 2022 - why have you stayed with us for so long?

Backline is very family-oriented and understand when things come up that can't be avoided. As well as raising my kids, my dad has recently been diagnosed with Dementia, so I'm also having to be there with him and for him at any given moment. I know that I can take the time that I need to be with him, or the kids and still have a job to go back to. It's really refreshing and helps create stability in an otherwise unstable situation.

Backline doesn't put any pressure on us to come into work if we're not feeling 100%. They really do care for their drivers and know that health and safety is more important than getting stuff done that's sub-standard.

What do you most love about working with Backline?

The variety. And being able to pick and choose what I want to do! At 47 years old I'm getting on a bit now, so I prefer the hydraulic jobs. I don't want to be manually lifting pallets and moving heavy objects. I'm taking my HGV1 test next week so having access to the bigger trucks at work means that I can sneak in some practise!

You've mentioned that you have kids - do they think it's cool that their mum's a trucker?

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continued

Yeah. I suppose so! Life has definitely been more settled since I've been working with Backline. Before that I was dragging them to jobs with me, or taking them to farmers' markets on the weekend. It wasn't much fun for them to be honest. Agency work is definitely easier than running your own business - you don't have to promote it or worry about where the next pay cheque is coming from. You can turn up, get your job done and go home.

Finally, Nicky, what do you think will encourage more women to take up trucking?

The flexibility is a huge plus, especially if you work with an agency like Backline, which can provide you with flexible working hours. There's also no such thing as the gender pay gap, so men and women are paid equally - something that's very rare in a lot of other industries.

And then finally - the peace and quiet that you get while driving is divine! When you've got kids at home and you're used to being part of a busy, noisy household you treasure the time you get to yourself.

Thanks for such an insightful chat Nicky!

If you think you could be our next female trucker, or know someone who may be interested in joining our diverse and flexible team, then please contact us at Backline on

03333 201 221 or check out our driver vacancies
www.backlinelogistics.co.uk/drivers



Nicky pictured in her cab

Cranswick Signs Evergreen Agreement

Congratulations to Trudy Carr, Branch Manager, TBC Milton Keynes, Kamil Miareczka, Senior Contracts Manager, Onsite and their teams, whose hard work and efforts have paid off and resulted in Cranswick Convenience Foods (CCF), Milton Keynes, signing an evergreen (no end date) agreement, with a minimum three-year term.

TBC has worked with CCF since 2012 and despite some operational challenges and site management changes over the past nine years, a strong relationship has been achieved by working closely with site management in an open, consultative and collaborative manner.

"I have been involved with the site since late 2018 and I can honestly say that it's

an absolute pleasure to work with the senior management team at CCF. They understand that we want to deliver the best results for the site and they know we cannot achieve that on our own, so they are totally engaged with us on our journey of continuous improvement and truly embrace a 'shared responsibility' approach. By listening to each other and our temporary workers on site we have delivered a number of combined improvements which have led to a reduction in weekly temporary worker attrition from 16% to 3%," explains Lee Crimes, Area Manager.

In 2018, the Onsite team reporting structure was switched from branch management to Onsite Contract Management. This change enabled the

Onsite team to focus on activities to drive operational improvements and has allowed the branch more time to focus on sourcing temporary workers.

"The effect of the decision made in 2018 has borne fruit. By allowing both teams to focus on their respective core strengths, we have secured an Onsite customer for years to come and the branch has increased its A-Z business. Well done and thank you to everyone who has made this possible," Lee added.



Fleetmaster helps Network Rail off-roaders!

Keeping the UK's rail network operational takes an army of professionals who need to access locations that, not surprisingly, can be off the beaten track and relatively inaccessible. In these circumstances, Network Rail's response teams often require specialised vehicles with off-road capabilities to tackle difficult terrain in unpredictable weather conditions. Due to the nature of off-roading, some of the driving skills required are more advanced than regular highway driving.

Fleetmaster was approached to run a course for one of Network Rail's teams based in the North East to help upskill their drivers in off-road vehicle safety and the feedback was great!

Phillip Gowland, Network Rail's Operations Manager in Teesside said: "I am always looking at ways of improving the skills and safety of my team. After an incident involving a colleague, I approached Fleetmaster to see what they could offer with regards to off-road driver training. They recommended a course that was perfect for our needs that could be offered at a convenient location.

"The feedback I received from my team on the 4x4 driving course has been excellent. I was able to observe some of the classroom and practical training first-hand, which I was suitably impressed with. We will be using Fleetmaster again and I would have no hesitation recommending them to others."

The Network Rail team enjoyed the training and provided positive feedback:

"Excellent course, excellent trainer, learnt some new pointers and refreshed positive driving habits."

"Excellent training and well worthwhile."

"I learnt a lot about safe driving practices and found the off-road session valuable, informative and enjoyable. Excellent course."



Fleetmaster deliver 4x4 off-road training for Network Rail

Fleetmaster wins Aptus Utilities Contract

Fleetmaster has been awarded a contract by Aptus Utilities to deliver driver training and related services to new and existing drivers.

Bolton-based Aptus Utilities is a leading multi utility connections provider delivering gas, water, electric and street lighting design and installation services throughout the UK working with a wide range of clients, including residential, industrial and commercial developers.

Fleetmaster will create and deliver a

range of tailored courses to meet the drivers' needs.

"Our partnership with Aptus Utilities over recent years has allowed Fleetmaster to develop an industry-leading, road risk strategy part-bursary funded by Aviva Insurance. Closely tailored courses will support the client's exponential growth," explained Ian Lettice, Commercial Services Operations Manager, Fleetmaster.

Fleetmaster adopts a holistic view of

driver risk management and continually invests in the development of new training products and services to maintain its position at the forefront of its industry.



Aptus Utilities

Laura celebrates 20 years at CPA



Laura receiving a 20 years' 'memento' from James Wilkins, Managing Director

We would like to extend a huge congratulations to Laura Cox for reaching her 20th work anniversary with CPA Recruitment.

As the company's Office Manager, Laura is responsible for the CRM system, invoicing, credit control and general administrative duties across two offices.

"Throughout her tenure, Laura has been the bedrock of the CPA office managing everything outside of recruitment for all the consultants. At times this has definitely been challenging, especially as both Clive and John the original Directors didn't know how to use a computer! Laura is highly efficient, organised and remembers everything, especially all our birthdays. It has been a pleasure working with her and we would all like to thank Laura for her hard work, commitment and loyalty over the past 20 years," said James Wilkins, Managing Director.

Gemma promoted to Senior Consultant

A high five for BCS's Gemma Nye who has been promoted to Senior Recruitment Consultant. Congratulations Gemma.

Interestingly, May appears to be a particularly good month for Gemma. She joined the business on May 8th, 2018, as a Trainee Recruitment Consultant and was promoted twelve months later to Consultant in May 2019. This May, 2021, has not disappointed as she takes another step forward in her career – who knows what may happen in May 2022 Gemma?!

"Gemma has worked incredibly hard throughout the Covid period. She picked up the workload when the team was reduced from five to two and has maintained a positive and professional

outlook with all her clients and workers. This has resulted in seven lapsed clients returning to the business and one new client coming onboard in the past two months," explains Lisa Rothnie, Operations Manager.

In her first month as a Senior Consultant, Gemma facilitated a temporary worker moving to a permanent position and negotiated a fee with the client which was paid immediately. Gemma will also be taking on a little more responsibility nurturing a new Resourcer who is joining the branch in June.

"It feels great to be promoted and to continue my progression within the company. I am also delighted to receive a little reward!" said Gemma.



Gemma Nye

The Best Connection Inc. moves into 'La Belle Province' Quebec

With an area of 9.1 million square kilometres, Canada is split into ten provinces and three territories. TBC Inc has, until now, been operating in just one province - Ontario.

Many of TBC Inc's clients have asked when the team would be able to assist outside of Ontario. Most recently, a large client operating from multiple locations in Quebec came knocking on the door. After consideration and some local research, it was decided the time was right to move into a second province.

The first office is in Montreal, one of Canada's most populated cities. Montreal is North America's number one host city for international events and home to the famous Cirque de Soleil.

Kathleen Fecteau is spearheading the Quebec expansion supported by the operations team. This is what Kathleen had to say about this exciting venture into a new territory.

"What a year it has been! And yet, here we are witnessing the growth of our family through it all! It is with excitement that we are announcing The Best Connection's official debut in Quebec, Canada.

"Over the past few months, I have had the privilege of supporting our operations staff with the development of our recruitment capabilities in a new province. We have been faced with many challenges including mastering new systems to protect our workers, making sure payroll is managed correctly and the little matter of a language barrier! Thankfully,

as I am bilingual, I can converse with clients and workers in either French or English which is a distinct advantage.

"I consider myself very fortunate to be part of a team that continues to thrive and to be able to actively contribute to our growth. A lot of work is still to be done as we establish our presence in Quebec, but I am looking forward to seeing my career with The Best Connection change, adapt and grow through the process," explains Kathleen Fecteau, Recruitment Consultant.



Kathleen Fecteau



BACKLINE

LOGISTICS

Whistl partnership leads to M&S contract

Congratulations to Liam Murnaghan and the team at Backline Logistics, Leighton Buzzard, who are celebrating their first anniversary partnering with Whistl - the UK's leading logistics specialist in e-fulfilment, contact centres, mail and parcels - by becoming an approved supplier for M&S.

The contract with M&S, which runs until January 2022, will see Backline supplying tractor units to M&S' existing fleet of refrigerated trailers. They will be collecting goods from a regional hub and

delivering them to national distribution centres.

"We're already working with some of the largest supermarket chains in the UK, so adding M&S to our roster is a proud moment for all of us," said Liam Murnaghan, New Business Manager.

The past 15 months have been tough for many industries, including the haulage industry, but despite the obstacles and pitfalls, Backline Logistics is going from strength to strength.

"Despite the effects Covid19 has had on driver recruitment and vehicle upgrades, it hasn't affected our growth. In fact, we continue to attract high profile brands with our service proposition and winning contracts to supply general haulage solutions," added Liam.

The team is currently looking to recruit additional full-time drivers to support the expansion of the business.

Well done team Backline!



Fantasy Football - Derby wins Premier League!



Here's the final top 10:

1	Dunder Mifflin	Matthew Smyth	Derby	2321
2	Dunk-Kane Donuts	Darren Cole	Topaz	2295
3	Shirlies Girlies	Shirley Martin	Croydon	2259
4	Choppers Lillywhites	Steven Harris	Romford	2247
5	Yuvraj FC	Gurinder Khatkar	Topaz	2236
6	Andy Nuttall	Dangle Berry United	Stockport	2228
7	Paul Crocock	Crowfish Athletic	Taunton	2227
8	Oliver Darley	Game of Throw-ins	Topaz	2219
9	Mark Yee	Ruckholt Rovers	Romford	2214
10	Brian Bourne	Change Name	Romford	2174

Now there's a headline you never thought you would see! As this is Fantasy Football and the league is the SWS Group Premier League it makes it a little more believable!

Congratulations to Matthew Smyth, Manager of Dunder Mifflin, from TBC Derby on being crowned Manager of the Year 2020-2021. He won by a 26 points margin from Darren Cole, Manager of Dunk-Kane Donuts, from Topaz (who held the number one slot for many weeks but had a very poor run in).

Shirley Martin, Manager of Shirlies Girlies from Croydon, took third spot after leading the field in the early part of the season.

Matthew applied all his footballing knowledge and management

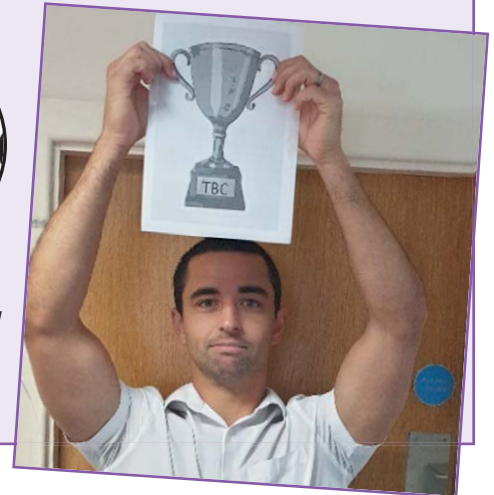
skills (or some may suggest, luck!) to overcome the other 52 competitors. Well done, Matthew, let us see if you can hold onto your title next season. It will be a tall order!

A special mention must go to Topaz and Romford who both had three managers in the top 10.

Next season will soon be upon us and the login details will be forwarded as soon as they are announced. The competition is free to enter and is just for fun - and of course bragging rights - and is open to all Group companies. So, all you football fans working in TBC, Bailey Employment Services, Fleetmaster, Bailey Care Services, CPA, CTS or Backline businesses, sign up and show us what you are made of. Not sure if our Canadian colleagues have access to this competition but try the link when it is sent and join in if you can.



*Matthew Smyth,
Manager of the Year!*



Topaz welcomes Melanie Gamblin



Melanie Gamblin

A huge welcome to Melanie (Mel) Gamblin who joined the sales team on the 7th June 2021 and is based at Topaz. Welcome to the team Mel!

Prior to joining TBC, Mel worked for Extra Personnel from June 2003 as part of the Business Development team responsible for business retention and new opportunities throughout Extra Personnel's branch network.

At The Best Connection, Mel will be helping to develop a plan for the business with both James Morgan and Trevor Higgs which will be focused on high-level target setting, managing bids and writing tender responses.

The team will also be available to support customer sales presentations when required and offer support to the branch teams.

"I was attracted to The Best Connection for a number of reasons. The scale of the branch network, the culture of being a people business with excellent staff retention and most importantly, a very good reputation for customer service being a priority. I am looking forward to getting to know everyone and I'm keen to offer any support I can in the sales process for value added accounts across the branch network," said Mel.

New Digital Onboarding System throws a lifeline

A characteristic that was prevalent throughout the lockdown has been adaptability. This was a necessity rather than an option for many businesses in order to survive. For ideas and answers, many have turned to technology, either leveraging existing systems by exploring unused capabilities or adopting new applications and services that support a new way of working. One example is the adoption of the Digital Onboarding System (DOS) which has given TBC's staff the flexibility to meet customers' needs, despite branch doors being shut.

Lee Crimes, Area Manager, TBC, gives his account of how DOS has thrown a lifeline to consultants.

“When the COVID pandemic took hold last year, our primary concern was for the safety and welfare of our permanent staff and temporary workers. To support this, we needed to close the doors of our branches. This presented the business with a challenge, as it removed the opportunity for us to on-board new temporary workers, which is key to providing our clients with a consistent level of service. Thanks to our IT department, in particular, David Morton, we were able to overcome this challenge by developing the new DOS.

The DOS was an instant hit and has been hugely successful in allowing us to continue to provide an uninterrupted service to our clients and to make job offers to new temporary workers. We have not stopped there though. Thanks to ongoing feedback from the business, our IT department has continued to evolve the DOS system, adding additional features we can benefit from. Some of these will help with our efforts to become a paperless office and others with time-saving.

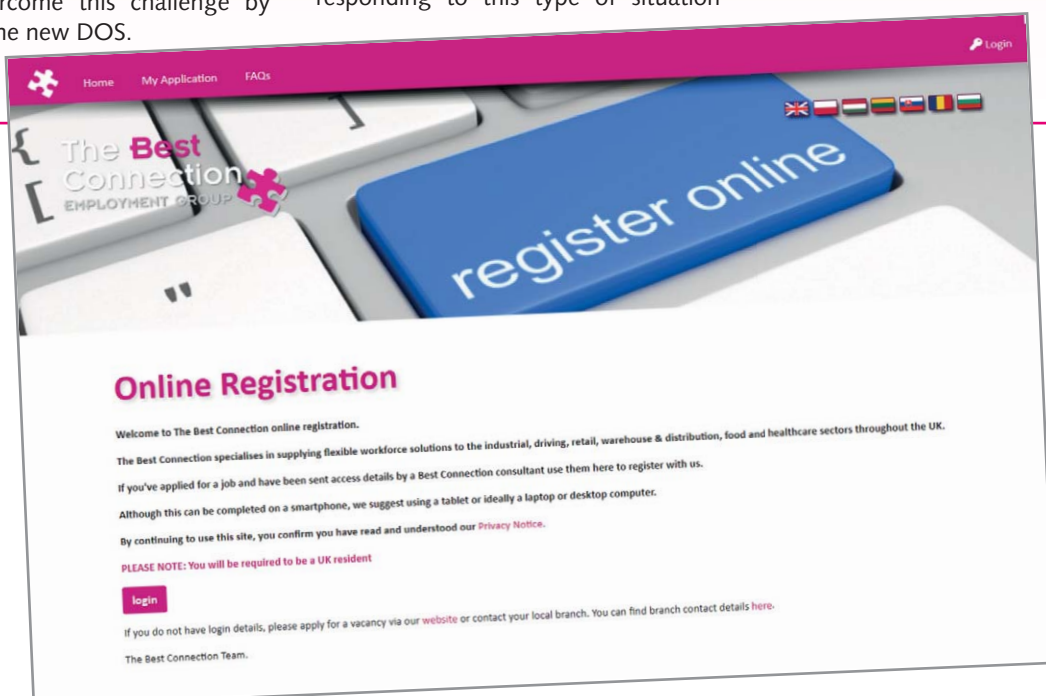
One of the biggest benefits of the DOS system was demonstrated by Josh Graham, Divisional Manager, TBC Crewe, who, during a recent weekend on-call, was able to respond to a client that had an up-turn in requirements for the following day and needed more temporary workers. Having exhausted all options to assign currently registered temporary workers, Josh was still short of the requirement, so he accessed the DOS system remotely which allowed him to view and process some last minute registrations that would not normally have been available to us until Monday morning. Having remote access to the DOS has provided greater flexibility when on-call as previously responding to this type of situation

would have resulted in a drive to the office in an effort to meet the client's needs.

I was exceptionally pleased with the way Josh reacted to the unforeseen increased client requirement over the weekend and I was impressed by how he was able to use DOS to great effect. This, for me, was a case of old meets new. An old school recruitment attitude and a new technology, which when combined resulted in success.”



Josh Graham





Focus on Onsite Connection

In this issue we focus on Onsite Connection, introduce the team and share some of the many client testimonials the team have received.

TBC's unique onsite model provides flexible workforce solutions to clients in, but not limited to, the automotive, driving, manufacturing, production and warehouse & distribution markets. The onsite team are responsible for all activities associated with onsite and value-added contracts, from initial analysis to implementation, recruitment and training of onsite staff, KPI's and site auditing. This includes the evaluation and implementation of Infinity Time and Attendance and Automate plus.

Many of TBC's onsite customers started out as A-Z branch clients who have increased their requirements and volumes over time to a point where a managed service becomes a viable option. Potential contenders for an onsite proposition are generally identified through the 400-strong consultant team activity across the branch network, who will call upon the expertise of the business sales support and onsite project teams to support the engagement.

For each opportunity, the team conducts a comprehensive analysis of the customer's business model with its key stakeholders. This allows the team the opportunity to build rapport and establish which areas of the business work well and which areas could benefit from additional help. Recommendations are then made that outline efficiencies and productivity gains and where cost savings can be achieved.

This approach highlights one of the company's four strategic pillars; 'Winning Good Business'.

Once a contract is secured, TBC's 'Prince 2 accredited Project Managers' implement every onsite model from start to finish.

"To ensure the solution remains current and fit for purpose, the team have regular reviews with the client. As well receiving feedback and focusing on continuous improvement, this also demonstrates how much we value the customer's business and relationship," said Dave Schilling, Director.

High-level account management is also essential in managing client expectations when planning for peak periods when market conditions are continually changing. Attracting and retaining quality candidates in the current climate remains a strong focus for the business and it is the strength of the branch network that provides this support. It is not uncommon for account management team members to go over and above the call of duty to meet client expectations during out of hours and weekends which is a credit to both them and TBC.

"Providing we keep listening to what our clients want, give honest feedback with solutions evidenced by factual data, then our portfolio of onsite accounts will continue growing from strength to strength over the next few years," added Dave Schilling.

Let's take a look at who the Onsite stars are:



Rich Battye
Excel Development & Support Consultant
3 weeks with TBC



Tom Clarke
Senior Excel Development and Support Consultant
6 years with TBC



Curtis Cobley
Excel Development and Support Consultant
5 years with TBC



Rachael Coxon
Senior Contracts Manager
5 years with TBC

continues on next page

continued

**Onsite
Connection**



Lee Crimes
Area Manager
**17 years
with TBC**



Alex Dirman
Project Manager
**6 years
with TBC**



Neil Goode
Area Contracts Manager
**5 years
with TBC**



Danny Harlow
Senior Contracts Manager
**15 years
with TBC**



Faye Harrison
Excel Development and
Support Consultant
**19 years
with TBC**



Carly Meads
Project Manager
**8 years
with TBC**



Scott Meredith
Product Development
Manager
**23 years
with TBC**



Kamil Miareczka
Senior Contracts Manager
**8 years
with TBC**

continued

Onsite Connection



Steve Rae
Senior Contracts Manager
**18 years
with TBC**



Ian Russell
Operations Manager
**15 years
with TBC**



Mark Sanders
Senior Project Coordinator
**3 years
with TBC**



Debbie Shore
Senior Contracts Manager
**16 years
with TBC**



Gabriel Sirghie
Project Manager
**8 years
with TBC**



Martin Smith
Senior Contracts Manager
**18 years
with TBC**



Peter Sutherland
Senior Contracts Manager
**14 years
with TBC**



Robert Sztuba
Senior Project Coordinator
**7 years
with TBC**

continued

BorgWarner, Gillingham

The implementation of the onsite person from TBC has been a success, from the very beginning where the stages of the project were laid out to us and delivered on time. The main advantages have been:

- An improvement in communication
- A reduction of administration tasks from ourselves picked up by TBC
- The quality of temporary labour has improved due to site tours held in advance of inductions/start date and unsuitable people not considered
- Vast improvement in retention due to site tours held in advance of induction/start date and unsuitable people not considered, people are more aware of the job role expected of them
- TBC taken over induction process
- Daily absence reports sent before 08:30, due to download from Infinity system
- Reduction in time spent dealing with temporary workers for BorgWarner management
- Face to face labour planning
- Direct person for temporary workers to liaise with
- Timekeeping and absence monitored through the points system and fed back to workers and BorgWarner via reports

FPS Sheffield

The Best Connection Group (TBC) has been supplying us with temporary workers for the last 4 years. Following the growth of our business, TBC quickly identified the need of increasing the level of services provided to us and remodelled their delivery structure to an onsite account.

This process included the recruitment and training of a TBC Contract Coordinator. This role represents an FPS dedicated person focused to quickly and reliably solve all matters related to the ongoing management of contract.

Having the Contract Coordinator permanently based onsite during our key hours 0800-1700 Monday to Friday and always receiving an efficient response from the TBC out of hours mobile number are now seen as essential services for our business.

The most important areas on which this has a positive impact are the communication and service transparency in reporting/monitoring of KPIs. We have also noticed a substantial improvement in the quality and management of the temporary workers. As the automated reports were set up from the new system, we noticed an increase in the accuracy of the information received from TBC in terms of the weekly payroll and regular KPIs. This solution has proved to be a cost-effective and time-saving option for both our businesses.

The Best Connection representative has successfully completed the Infinity implementation at the FPS GML site, providing me with the necessary updates while progressing with the project.

I would recommend The Best Connection to any company with similar requirements who are considering using an onsite model.

Onsite Connection

Eurocell

As the business grew and after an 8-year relationship with The Best Connection, we have decided to appoint them as a preferred supplier.

The Best Connection were able to provide innovation via their Infinity Time and Attendance system which eradicated the manual process of signing in and the inaccuracies that came with it.

The Infinity T&A system was installed successfully at 4 of our sites. Through the reports available from it, The Best Connection improved the accuracy of the weekly payroll and the KPIs provided on a daily and weekly basis.

The Best Connection's approach to the implementation was structured and I was provided with regular updates about the progress.

I can recommend The Best Connection as an agency that not only delivers temporary workforce but also provides good quality onsite services and is prepared to invest in innovation, saving us time across all aspects of our business.

WHS Plastics

WHS called on The Best Connection in December 2019 when there was an increase in customer orders - our request was for four people to start in January 2020 and like other businesses, we were forced to shut due to the COVID 19 pandemic.

In October 2020 when the business was back to full capacity, we contacted The Best Connection to assist with placing people into production. The management team and consultants made a concerted effort to understand our manufacturing processes and placed and continue to place a steady stream of people into roles required which has been a benefit to the company.

With the large amount of temporary workers on site The Best Connection placed onsite support throughout the working week, taking care of inductions and introductions into the company and managing the day to day support required, which has been of great benefit to the management team. The Best Connection's dedicated team are always on hand and respond effectively and efficiently to our requests.

New Onsite Location - Dunelm Stoke

The Stoke branch has been supplying Dunelm since 2008. Over the years we have continuously tried to improve our service and visit on a regular basis, which has cemented the strong relationship we currently have with the business.

Due to the quality service our numbers have grown to 120 - 150 temporary workers payrolled per week. As part of our continual improvement strategy, we proposed an onsite solution.

The local branch team including Lee Crimes, Paul Atkinson and Jo Pedley and Gabriel Sirghie from Onsite Connection worked successfully together to recruit a Contract Manager. Gabriel trained Tanya Parakosova to deliver the following main services to the client: check in's, payroll, temporary worker daily management, KPI's & welfare surveys.

The implementation of the onsite further improved our relationship with the client and has also improved our retention, decreased absence and improved productivity on the shop floor.

Joshua Smith - Senior Campus Manager gave the following feedback regarding the project:

"Hi Gabriel, Just wanted to drop you a note now the implementation project is coming to a close to express my gratitude. Myself and the management team very much appreciate the support from The Best Connection team throughout. I'm confident Tanya is a great fit and we will be stronger for her presence and what she can offer to the contract."

"I've always been very impressed with how you have project managed the process (project management is not an easy skill!) and the great level of communication you have provided. I look forward to continuing to work with Jo/Paul/Tanya and the rest of The Best Connection family. Appreciate the ongoing support. All the best."

Testimonials

Swallowfield

We have been working with The Best Connection using regular agency workers in our main production area since January of this year.

We have been impressed with the professionalism and the service received from The Best Connection team as a whole, including innovations such as the face recognition software linked to the digital T&A system.

From the first conversation regarding this software we found the team both knowledgeable and informative with regular updates and demonstrations that was both useful and maintained our business' involvement in the process.

The whole T&A implementation project from a client perspective was both seamless and delivered within the proposed dates agreed.

We are receiving meaningful data and KPI's with costings that support our ongoing workforce planning and allow us to make more informed decisions and further strengthens the partnership with The Best Connection.

The facial recognition software has been highly effective for shift start and end times; and the temperature checking software during the Covid-19 pandemic has been an invaluable tool for maintaining our Covid-secure site status. We would not hesitate to recommend this service.

Wren Kitchens

In July 2020 TBC began the implementation of an onsite managed service account with ourselves. Working in partnership, we have overcome challenges together and are working toward continuous improvement across the site.

Throughout the project, we were regularly kept up to date throughout weekly project update emails and review meetings to explain what was achieved and what will be achieved from one week to the next. The project was delivered in line with the original agreed plan and timescales, although the implementation of TBC's time and attendance system was delivered 2 weeks before the agreed deadline.

Having a TBC representative on site daily and an out of hours call service has resulted in a significant improvement in the level of service received by ourselves over previous suppliers. Particular areas of improvement which exceeded expectations are communication, the frequency of review meetings; transparent and detailed KPI monitoring and reporting. General feedback from my team leaders on the shop floor about the level of service provided by the onsite team is excellent and they have developed good working relationships.

A total of approximately 27 hours per week have been saved through the implementation of a TBC onsite model including the use of a biometric time and attendance system, TBC taking ownership of the entrance and exit process, site introductions and setting workers up on the time and attendance system has saved us around 8 hours per week. By having TBC complete records of conversations and return to work forms, this has saved us approximately 1 hour per week. By transferring the am and pm check-in processes to the TBC onsite team, using the time and attendance system to control bookings and to process payroll, this has saved us around 18 hours per week and has resulted in consistently accurate payroll and invoicing.

In comparison to previous suppliers, TBC has provided a significantly improved level of service both from the Scunthorpe branch and onsite perspective - I would recommend them to any company with similar requirements who are considering using an onsite model.

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/



Contract Manager Opportunities are available in the following TBC client locations:
Crewe, Derby and Doncaster



Senior Industrial Consultant opportunities are available in the following TBC branches:
Bristol, Bedford, Cambridge, Crewe, Manchester, Nottingham, Oxford and Taunton



The Best Connection has identified the following locations for future branches and has opportunities for current or aspiring Senior Consultants and Managers in:
Banbury • Basildon
Hereford • Swansea



CPA
Permanent Senior/Recruitment Consultants



Senior HGV Consultant opportunities are available in the following TBC branches:
Cardiff, Croydon, Exeter, Newport, Stoke, Kidderminster, Oxford, Romford and Taunton



Management Opportunities are available in our TBC Blackburn and Bedford branches



Opportunities for Senior Consultants to launch new branches in the following locations:
Basingstoke, Croydon and Newport

Want more details?

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

SWS GROUP



The Best Connection
EMPLOYMENT GROUP

www.thebestconnection.co.uk

BES Bailey
Employment Services

www.baileyemploy.co.uk

BCS Bailey
Care Services

www.baileycare.co.uk

CPA
Food Recruitment

www.cparecruitment.com

FLEETMASTER GROUP

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