



MTR NEWS

Issue 01.

May 2022



Hi Team and welcome to our first edition of 'MTR News' – as some of you will know I have intended on keeping you all updated on a regular basis of things that are going on around the business but due to a crazy schedule (and lack of ability to pull something like this together) Steve Savill has now offered to support.

On that note, I'd like to kick off by saying congratulations to Steve on his new role of Project Manager - Steve proactively engaged in his own development and as is the businesses intentions where we can support this and play our part in the future success of our colleagues we will, Steve is a great example of this, WELL DONE!

The MTR News will be a moving target over the coming months with some business updates, things going on that might not be visible to all our colleagues as well as some light hearted fun and games – with that in mind, if anyone has any suggestions of things you'd like to feature please do reach out to Steve. (steve.savill@mtr.co.uk)

By way of an update, April brings the first new month to our financial year. This means new budget, new targets and objectives and the chance to refocus and go again...lets make it a good one Team! On the subject of targets and objectives it is also end of year review time (EOYR) which means we all have a great opportunity to discuss with our line managers our own personal goals, be it in or out of the business, I really encourage you all to take the time to reflect and bring some great conversation to these 1-2-1's. I personally am keen to expand my own development around acquisitions and the process of finding complementary businesses to ours that can help fast-track MTRs services strategy, in addition, learn to manage my time outside of the office better to make myself a more 'available' Dad to my 2 boys Jenson and Rudi as I often fall short.

Finally, I'd also ask that everyone looks out for the Employee Engagement Survey and think hard about your answers as the anonymous feedback you give will allow us to make MTR a truly great place to work.

Thank you, to all my colleagues across the business for your continued hard work and efforts and I look forward to celebrating this at our Quarterly Team Event as outlined below.

Thanks again,

James

Behind the scenes

Mobile Phone News Awards

MTR are finalists in two categories at this years awards. 'Best Secondary Market Provider' and 'Best Service and Repair' This is a great reflection on all the hard work the team has consistently carried out over the last 12 months.

Jubilee Lunch Party

Friday 27th May between 12:00 - 14:00 We are putting up decorations and getting in lunch platters for everyone in the canteen of both units. Be mindful of your fellow colleagues as the food is for everyone.

Quarterly Team Event

Location: Mayhem Paintball,
Abridge RM4 1AA

Event time: 9am - 12pm, Saturday 18th June

This event voted for by staff beat Flight Club and Axe Throwing by a very tight margin.

Please place your name on the sheets located in the canteen of both units if you plan on attending.

Exertis People Awards

Exertis People Awards for 2022 were on May 13th. We had 6 nominees across the business and 2 winners. Congratulations to Billy Swinn and Laventhira Tharmachandran.

Job Role Changes

Congratulations James Goddard who has been promoted to MTR Managing Director.

Coming and Going

We would like to welcome Mihaly, Liam, Ben, Jack, Connor and Ellie to the team.

We are also saying goodbye to Aymen who is leaving at the end of the month for a new life in France. We wish you all the best.

MTR Running Club

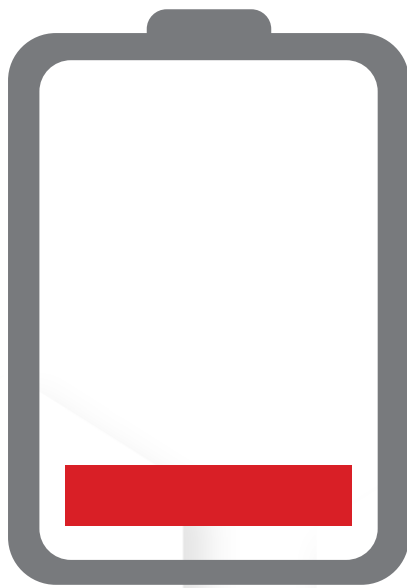
Monday 23rd May 5pm - 5km run/walk.

If interested let Ben Hodgson know. (ben@mtr.co.uk)

Are you involved in any fund raising or charity events? Please share this with us to publish here

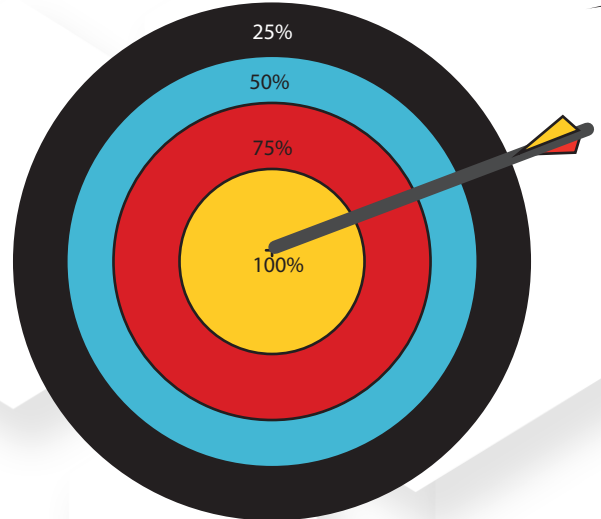


MTR



100%
75%
50%
25%

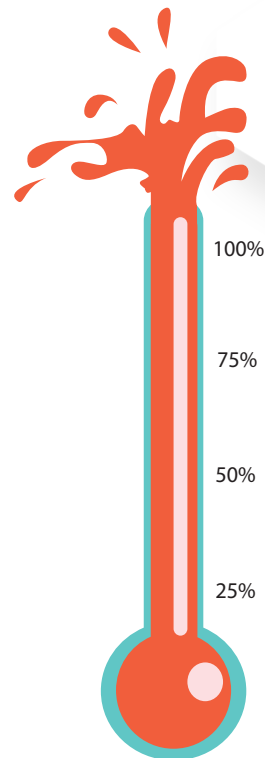
Refurbs only hit 27% due to a challenged market currently for refurbished devices. The team however helped out in numerous other areas of the business



Quality control team hit the target right on the bullseye this last month



Sales hit 77% of April's target due to a lot of the buying market being closed for religious holidays



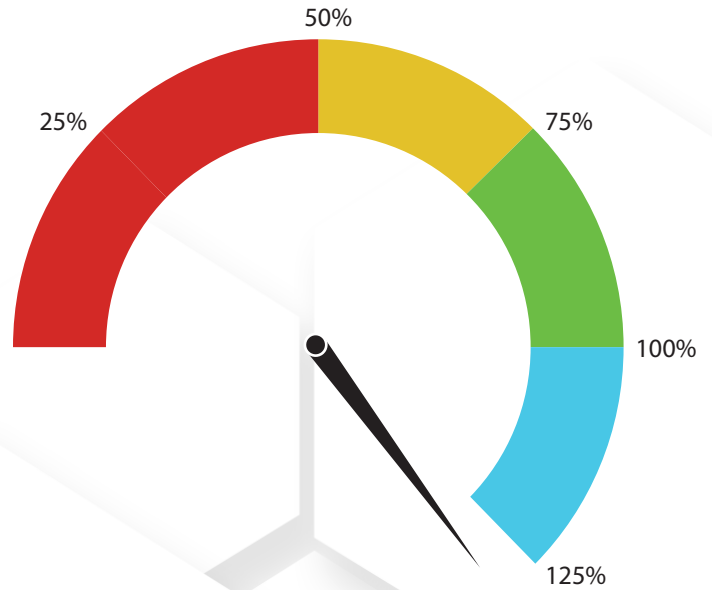
100%
75%
50%
25%

Staging tuned up the heat last month going 45% over target whilst supporting other areas

* All figures are from April 2022

TARGETS

4
gadgets



4Gadgets achieved 30% over the online sales target set for the month

17,000

Buy-Back-Hub put in an incredible performance processing 17,000 devices in April

★ Trustpilot



✓ Verified

Very happy.

Ordered a galaxy S20 Ultra in 'pristine' condition from this company after breaking my S10.

It was delivered the next day as promised.

Very pleased to say that it really is in 'pristine' condition, a perfect purchase.

Thank you guys.

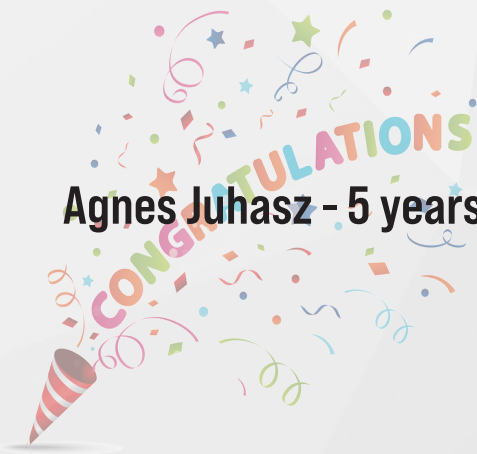
Outstanding performers

The whole 4Gadgets team who all went above and beyond this month.

Staging Team who went beyond their own requirements, smashed their targets and supported other business areas.

MILESTONES

Agnes Juhasz - 5 years



BIRTHDAYS

Maja - May 6th

Liam - May 10th

Lubomir - May 20th

Daniel - May 25th



Just 4 Fun

What do you call fake spaghetti?

An impasta.

Get to know the team

Head of Production

 **MTR**

Domenico Ferro

10 YRS Industry Experience	33 Age
10 YRS Time with MTR	3 Kids
3 YRS Time in current role	1 Dog

1

"I'm not good at advice.
Can I interest you in a sarcastic comment?"
-Chandler (Friends)

Johnny Depp right now

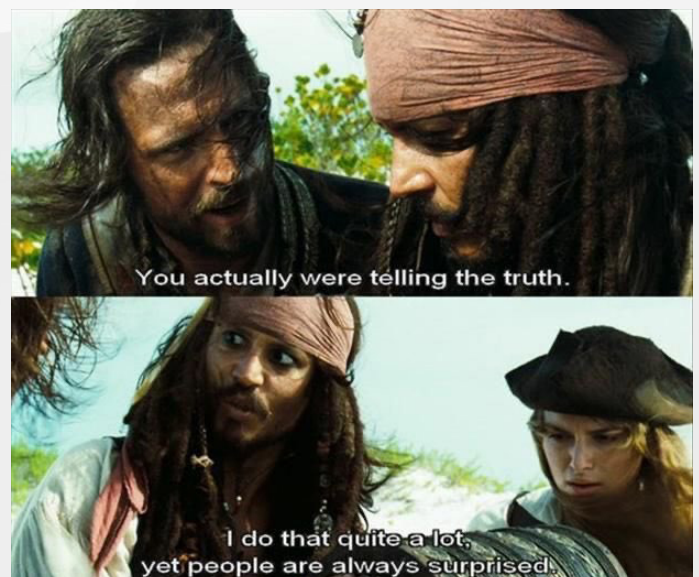




Photo by Daniel Donnelly - Goods In, Unit 10

“I took the photo whilst out in London, What I liked was the difference in contrast of the buidings around me with the early evening sky”

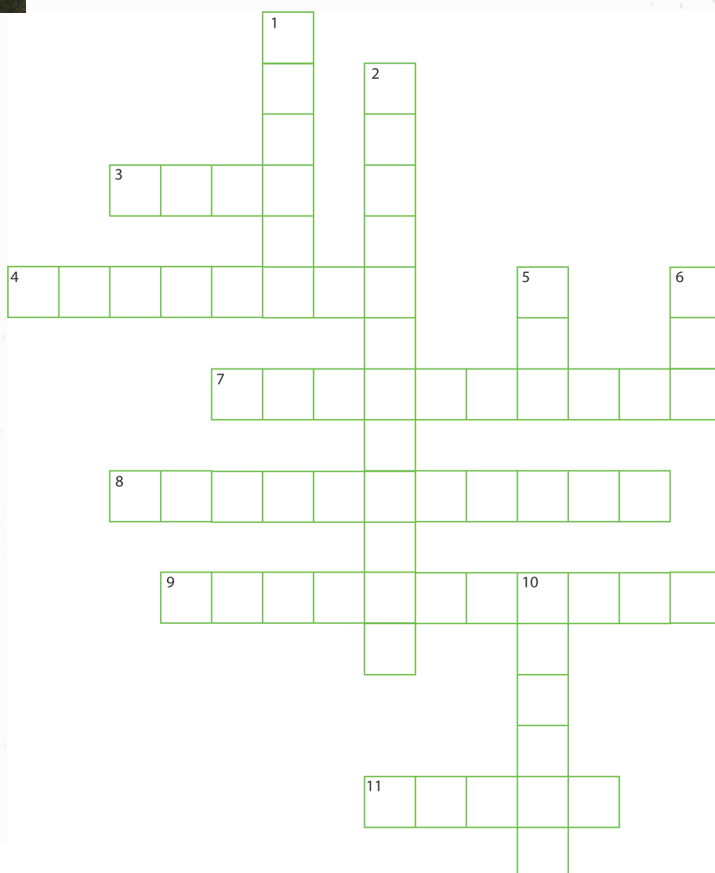
MTR THEMED CROSSWORD

Down:

1. Apple Product (6)
2. MTR Managing Director (5,7)
5. This part of your phone allows you to make contactless payments (1,1,1)
6. A part on every device (Mobile, Tablet...) (3)
10. This tool allows you to access a part of your device (3,3)

Across:

3. Without this we could not work (4)
4. A brand under the MTR Banner (8)
7. You can add this to most devices (6,4)
8. A tool used in the repair of your device (11)
9. Not new, but almost (11)
11. There are 2 within MTR.
One in 4Gadgets, the other is a manager (5)



Please send any inspirational photos, quotes, jokes, memes or any other content you would like to see included in the newsletter to steve.savill@mtr.co.uk