



MTR NEWS

Issue 02.

June 2022



Hi All, I want to start with an apology for the delay in releasing last month's newsletter.

We all have been under massive pressure to deliver across May and we have the results here for you to see.

While we continue to be busy across all areas of the business in a very challenged market, I want to say thank you to all of you for the massive efforts, support & overtime across the month.

You have been an incredible force to battle through what seemed and still is a very busy period for us.

As James mentioned on the previous newsletter, we will bring you all some of the data on the contribution from our operational areas monthly, you will find the details throughout this newsletter.

Whilst we have lots be positive about and the performance was great for most operational

departments we still fell short of the overall budget number for the month with the market being soft. Thank you to all those that took time to give us feedback on the Employee Engagement Survey, we will be taking some time to discuss the results and actions to work on as a team.

We are looking to grow as a business and this would not be possible without the help, input and support of you all, all the management team has been working hard to make sure we can support each of you in your development in the EOYR, and this will remain our focus to ensure MTR can be a great place to work.

"Stop telling yourself you're not qualified, not worthy or not experienced enough. Growth happens when you start doing things you're not qualified to do – Steven Bartlett"

Domenico

Behind the scenes

Mobile Phone News Awards

The two categories we were nominated in 'Best Secondary Market Provider' and 'Best Service and Repair' We finished in the top 4 of 8 nominees in both areas.

Quarterly Team Event

We hope all that attended the paintball event enjoyed it? Look out for information regarding the next event which will be coming out shortly.

Coming and Going

Vicky has decided to take the plunge and come over to us on a full time basis. She is now part of the office team in Unit 10. BBH and Enterprise have also hired a number of Agency staff over the last few weeks. Welcome all to the team.

Rail Contract Renewal

West Midland Trains have renewed their fleet management contract and the first pilot build goes out this week, from there the team will need to process just over 2000 devices to a custom OS build and deploy, ensuring 2 further years of support work for MTR as the fleet manager.

Pool Tournament

If any one is interested is getting involved in a MTR pool tournament please let Steve know (email on the back page) We are looking to set up a knock out style tournament and to make things more interesting there will be £5 entry per player with prizes available.

MTR Running Club

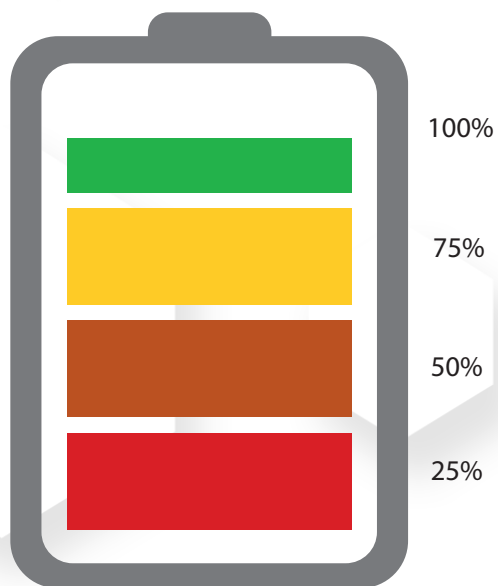
Every Monday after work a group of us go running / walking. All abilities are welcome. If interested let Ben Hodgson know. (ben@mtr.co.uk)

Mental Health Week

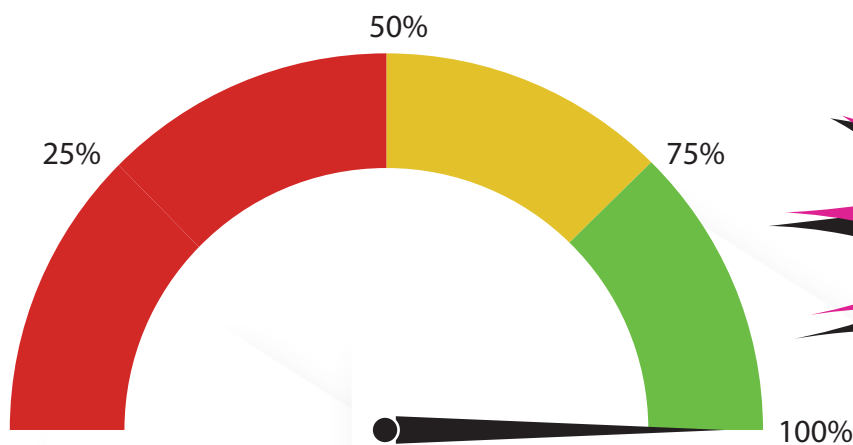
Thank you to all of you that came on a walk with us on the 13th May.



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



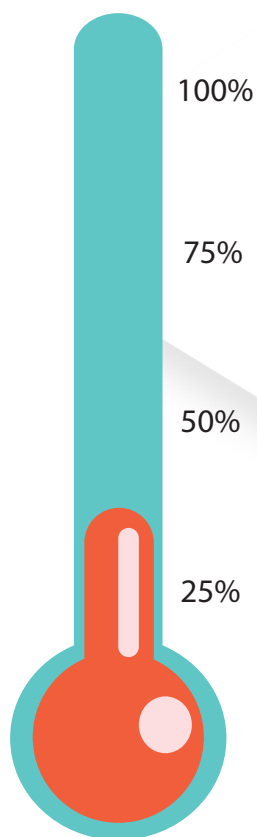
Enterprise hit 90% of targets, only missing out on hitting target due to the bank holiday



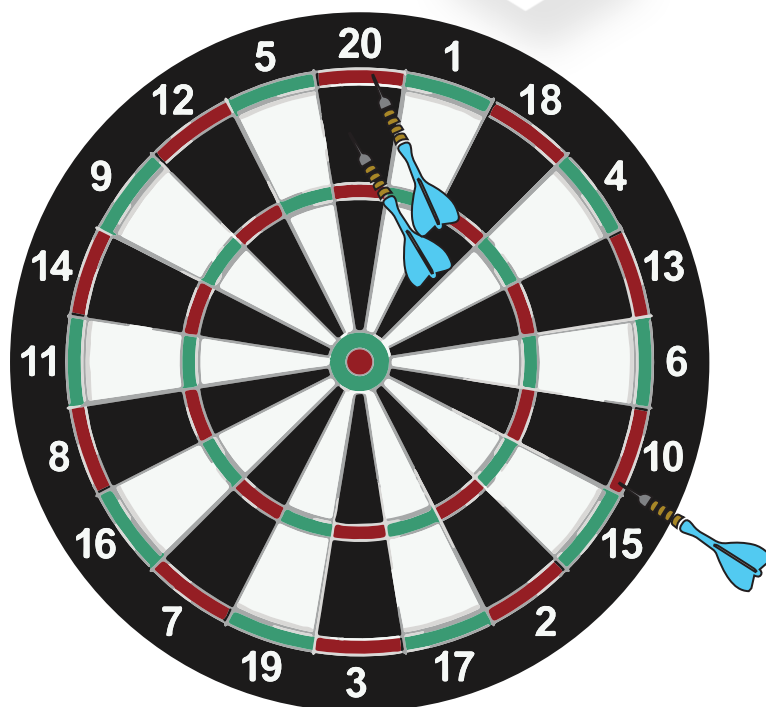
Quality control team hit their targets again this month



Sales achieved 107% of Mays targets.



Refurb reached 30% of projected targets due to a limited market, but helped the business to achieve targets in other areas

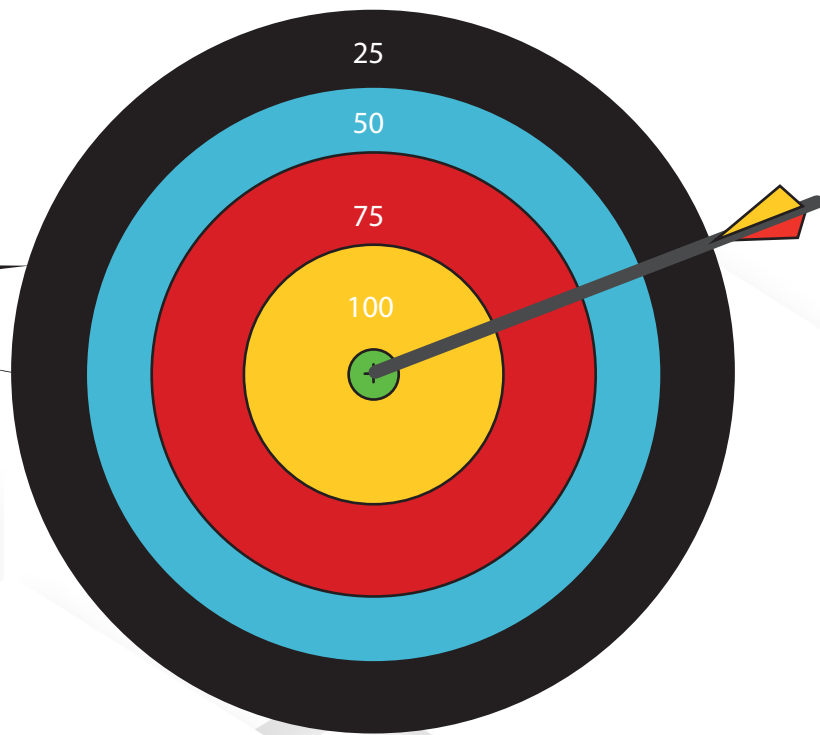


Staging achieved 80% of targets based on financials

* All figures are from May 2022

TARGETS

4
gadgets



4Gadgets achieved almost double the online sales target set for the month. Great work everyone

32,850

Buy-Back-Hub put in an incredible performance processing 32,850 devices in May



✓ Verified

16 hours ago

Pleasantly surprised...

Package arrived fairly quickly, was exceedingly well packaged and the phone itself was actually in a better condition than I was expecting. I bought a "excellent" condition S21 ultra and the screen was pristine! very happy :)

Outstanding performers

Goods In who shipped out 16,000 devices last month. Also dropping our aged stock holding by almost half.

Sam Scott achieved almost 44% of total Sales target.
Great work Sam.

Jack Senior, who is now recognised by Samsung as an accredited engineer. Congratulations Jack.

The whole Enterprise team who have helped put MTR into the top 3 UK repair centres in terms of turn around time and have the lowest repeat repair / fallout rate of any repair centre so far this year, keep up the good work!

4Gadgets team who have integrated Amazon FBA successfully and also had a massive uplift on BackMarket sales. Team work makes the Dream work.

Quality Control Team who went beyond expectations regarding helping the sales team go above target.

A huge thank you to everyone that also came in for overtime during May.
It was a very busy month so thank you for your hard work.

JUNE BIRTHDAYS

Mark - 4th

Lewis S - 10th

Christabel - 11th

Ben H - 12th

Lewis C - 20th

Lucian - 21st

Laura - 25th

Theo - 27th



Just 4 Fun

What does a nosy pepper do?

Gets jalapeño business!

Get to know the team



"Two things are infinite: the universe and human stupidity; and I'm not sure about the universe."
- Albert Einstein

My role at MTR involves the day to day running of the refurbishment team, which includes, stock room control, parts ordering, booking in and team performance.

A highlight of working for MTR is the opportunity to expand my role and develop my skills to help me personally and the team around me.

MTR is a great place to work as it feels like a family environment



MTR WORDSEARCH

O P D G W P F S K A L C S J L
L U V W Q I X Z E U I M Y Y O
Y O E A R B U D S C A G G T H
G R H R X G G E B E U I X L O
K G R B U D A N T D I R X R C
K R P E A U N Z U W R X I P L
W T N P P U S H A S C H D T A
O M I O D X D R Q R M I T U Y
R F F E M B E R O Z Y A U P J
K O L C Z H Q C L Q E T S H M
S W D U O Z K Y G S I V H C Q
H J I U R E T N I R P O M Y D
O U S J B D U D E X E R T I S
P E I D X M P G G H U J F G S
E D O Z N A L A L E I R B A G

Alcohol
DymoPrinter
Earbuds
Exertis
Gabriela
iPad
MTRGroup
Perry
Samsung
Security
Teams
Warehouse
Workshop



Photo by
Perry Kennard
ITIL Service
Operations

“Photo taken
from my mother
in laws
kitchen window,
An amazing
sunset over the
city that was too
good not to
photograph”

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

VAT: 123 861032
Company Reg No: 07839241
MTR Group Ltd, 10 The Spire Green Centre,
Harlow, Essex. CM19 5TR
t: 0844 6931663 | e: info@mtr.co.uk | w: www.mtr.co.uk