

ISSUE 10
APRIL 2023



● NEWSLETTER ●



mobile news
AWARDS
2023
March 16

*Park
Plaza*

WESTMINSTER
BRIDGE
LONDON SW1

Photo1: Samantha Scott, Domenico Ferro, Rakim Moore, Colin Williams (Back Market), Andrew Douglass, Henal Radia, Jordan Cook, Jon Twigg (Assurant), Matt Henry (Music Magpie), Colin Sarraf (Carphone Warehouse).

Photo 2: Ron Harckman (Assurant), Stephen Maxwell, Marc Schroder (Assurant), Simon Wetton, Kirstie Ayres (Samsung), James Goddard, Matt Smith (Raylo), Sami Norine, Jonathan Miller (Music Magpie), Darren Penn (Assurian).



IN THIS ISSUE

- THIS PAST YEAR OVERVIEW
- MONTHLY RECAP
- BEHIND THE SCENES
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- POOL LEAGUE
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- UPCOMING BIRTHDAYS/EVENTS
- JUST FOR FUN



JAMES GODDARD

MANAGING DIRECTOR

Hi Team, welcome to FY24.
As another financial year comes to a close and a new one dawns, I always take some time to reflect on what was and how that steers us towards what will be. FY23 just flew past, didn't it?!

We are in 'the quiet period' which means the DCC Group have yet to release their financial results to the market but what I can tell you is like most businesses the year proved extremely challenging for us. With the looming recession, post COVID, and consumer confidence being low many businesses will have seen a dip over this past year, we were no different, however this bought us the opportunity to reflect and assess how we become stronger when the inevitable swing returns.

Over the year we saw Backmarket come into the online marketplace space and take a huge amount of share from all independent sites including our own www.4gadgets.co.uk. We also continue to trade in tough conditions through the refurbishment channel with the direction of that market continuing to evolve as the demand for 2nd life products matures and consumers gain confidence with the variety of grades available to them.

The Samsung ESN project ended (so we finally have some pallet space in our warehouse again) and the Warranty repair function battled increases in volume due to Samsung having difficulty with the Flip/Fold device range – all of the above compounded with a growing cost base due to the cost of living increase we are all personally suffering with.

Looking at the positives however, our Samsung partnership remains strong

which has resulted in year-on-year growth in the Trade In programme, along with our Trade Sales Team having a fantastic year though they have all had to work hard to achieve this result...thank you all!!

Looking ahead, we are focused hard on building on the foundations of our business to enable all of our future successes.

Unit 11 has finally been signed and works will begin to get underway over the coming weeks, we have added some new members to our Team which will help support and deliver on our future plans, coupled with our people hierarchy maturing as we continue to promote within and develop our Teams.

For FY24 and beyond we will build on the momentum we have by expanding our services portfolio, create plans for extra space that will help us achieve partnerships far bigger than we can cater for today, define our place in the online

sector with our newly rebuilt 4gadgets platform and develop more insight into our business with better management information and reporting tools helping us inform our decision-making processes.

I want to thank you all for helping us navigate these tough conditions, because without each other and the efforts that we have applied, it would have made for an even more challenging year.

As always, lets continue to work hard as the benefits will be felt by the business which in turn will pay back for us as individuals – lets ensure our IDPs are up to date so we know your own personal development goals and ambitions, challenge yourselves on these goals as they are yours to own and the businesses to support on.

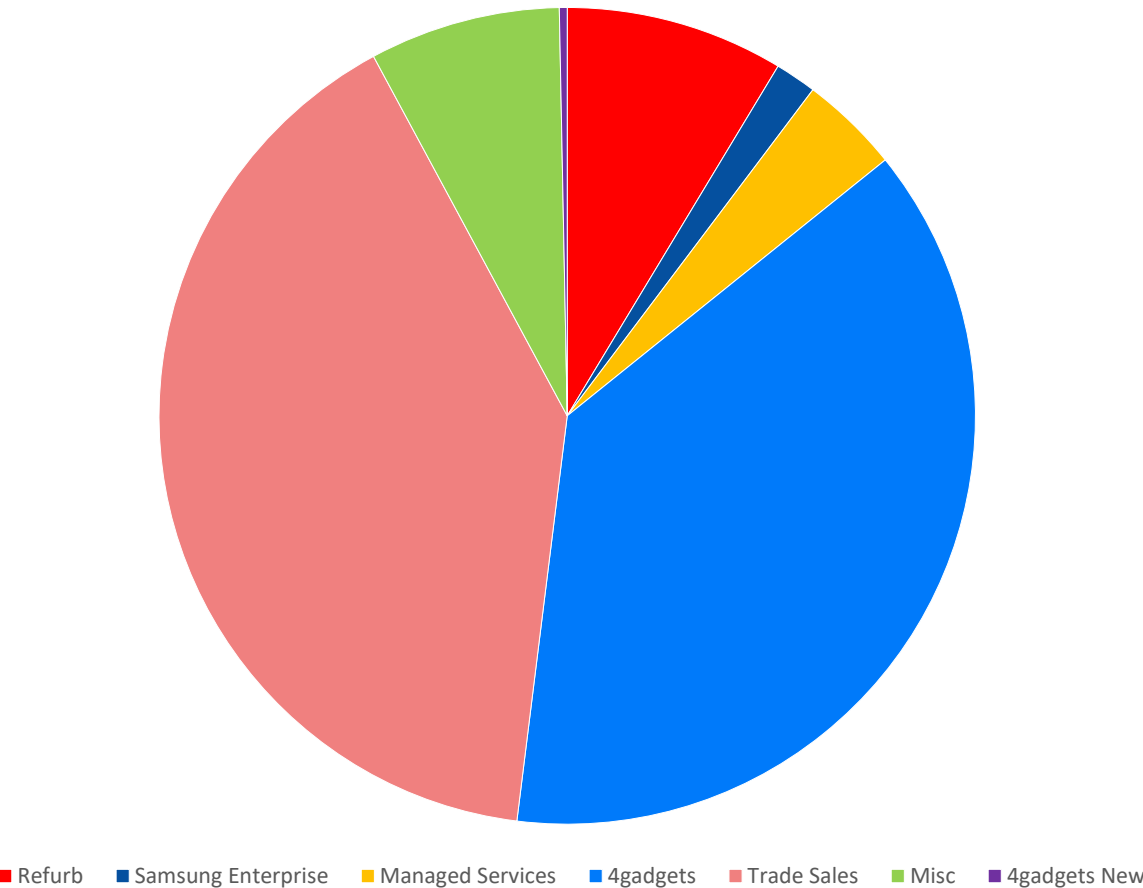
Thanks again, and here is to another year!

James Goddard

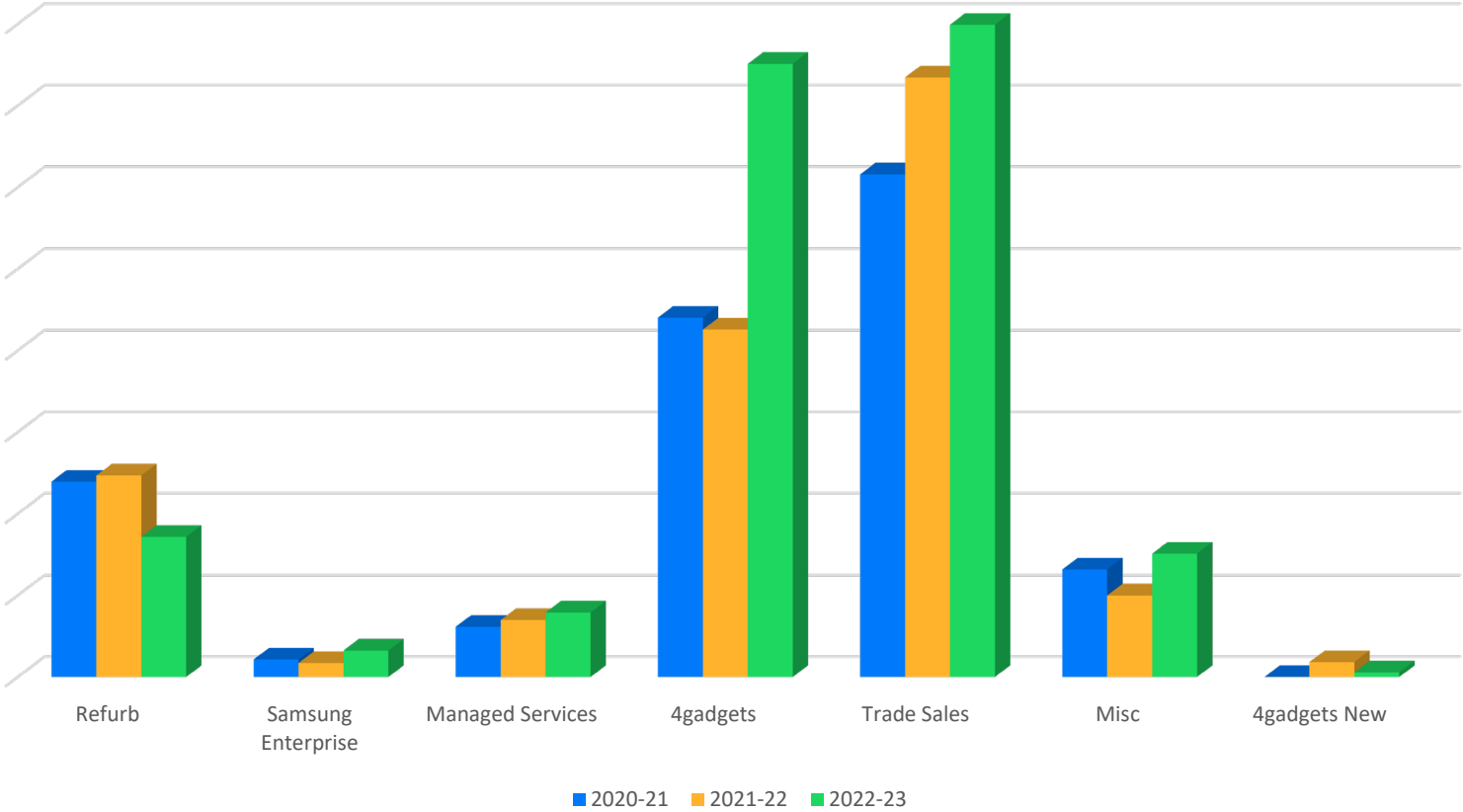


2022-2023 Overview

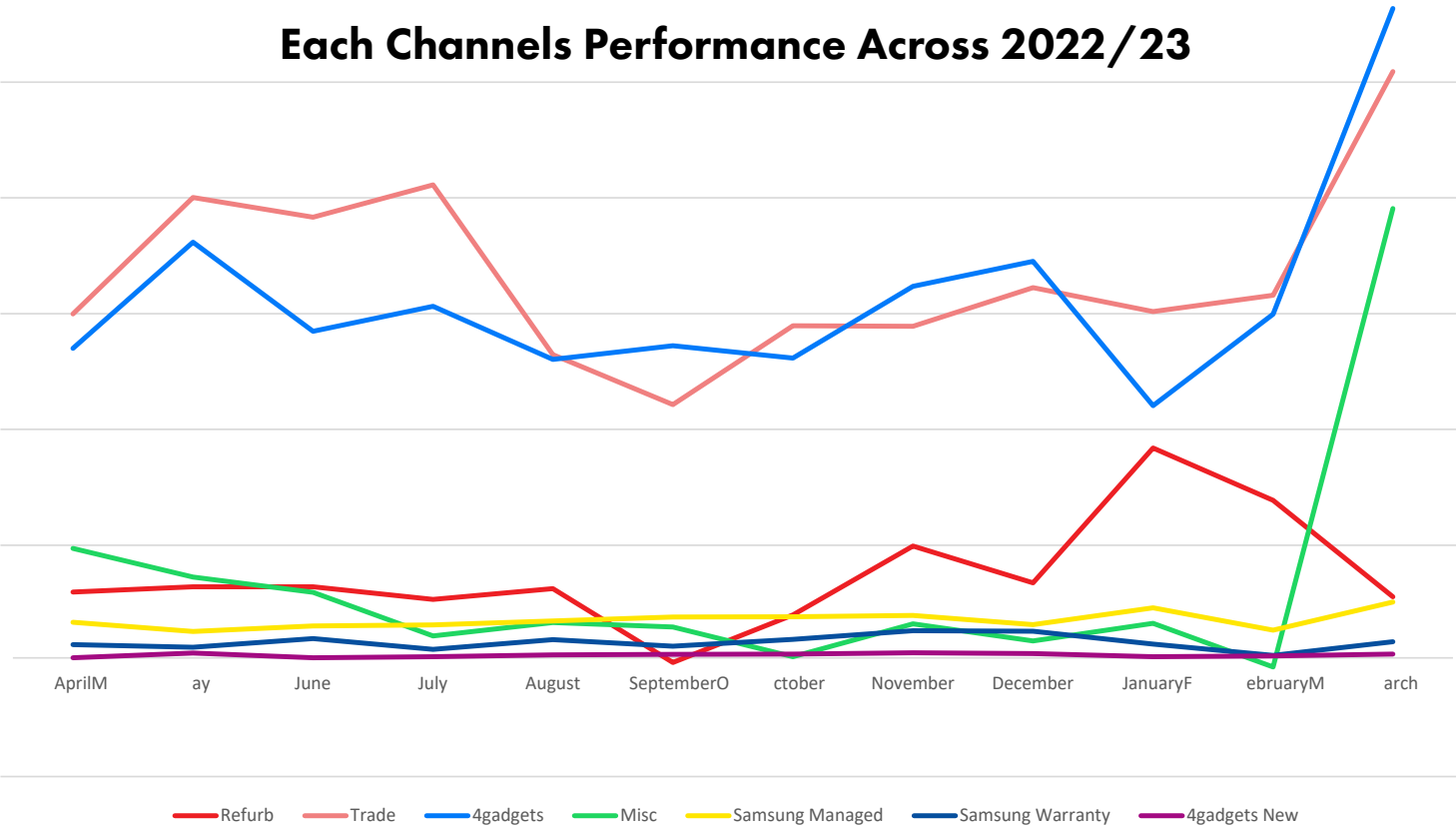
Overall Breakdown per Channel for 2022/23



Each Channel Overview Per Year Since 2020/21



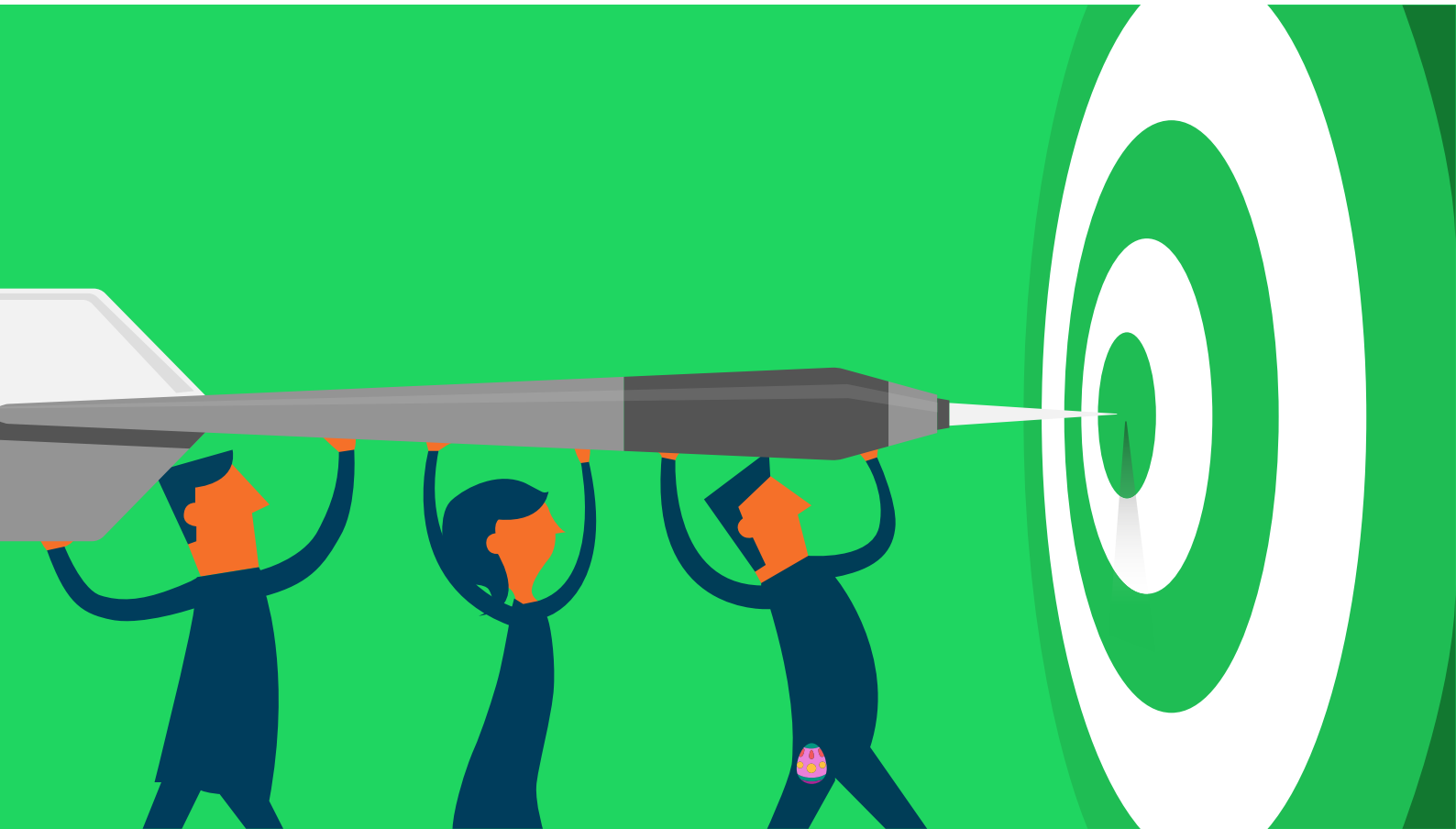
Each Channels Performance Across 2022/23



Each Channel Percentage Achieved to Budget 2022/23

Refurb - 42%
Trade Sales - 115%
4gadgets 127%
Samsung Warranty - 123%

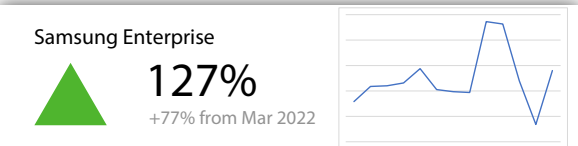
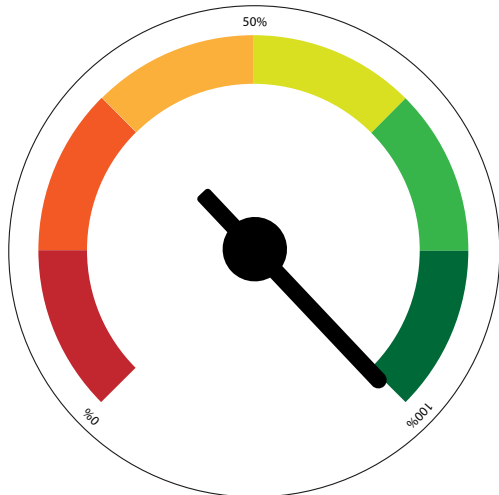
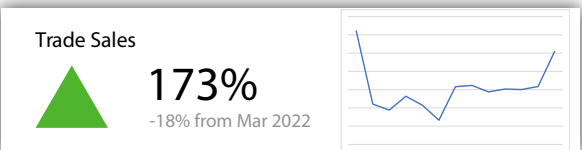
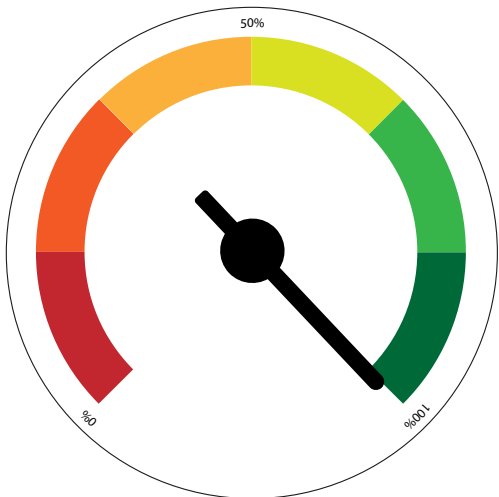
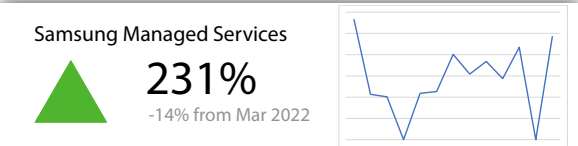
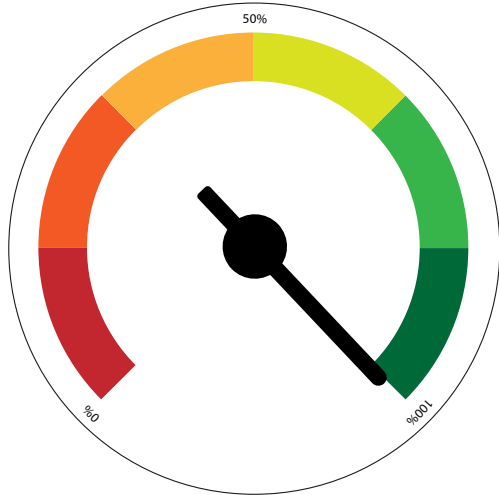
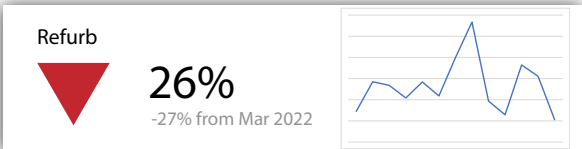
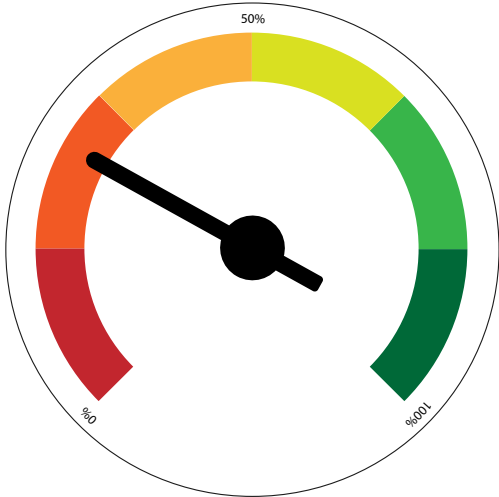
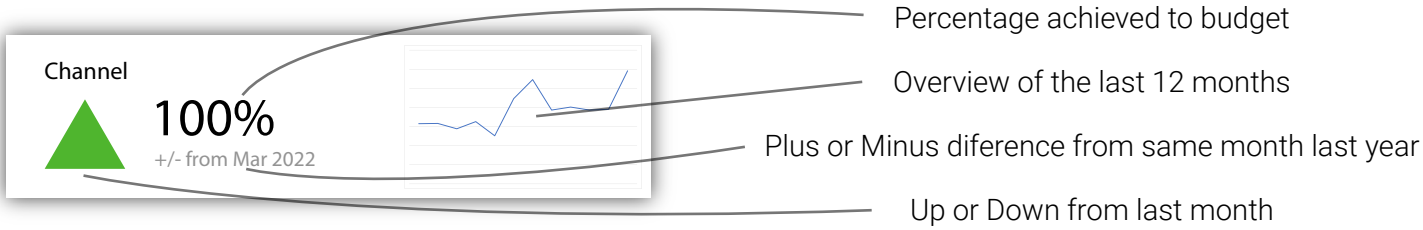
Managed Services - 157%
Misc - 83%
4gadgets new - 14%



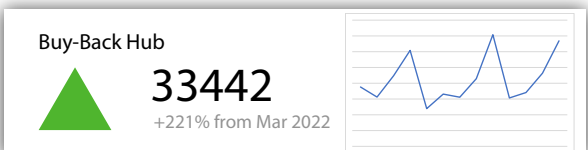
MONTHLY TARGETS

MARCH 2023

Guide

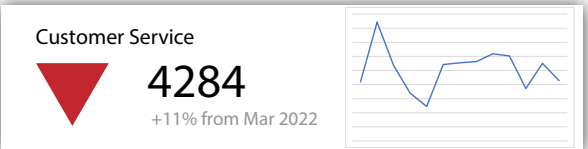
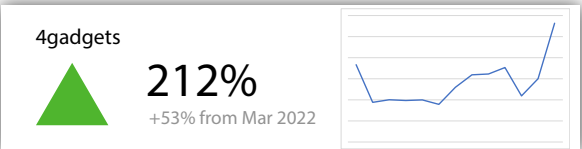
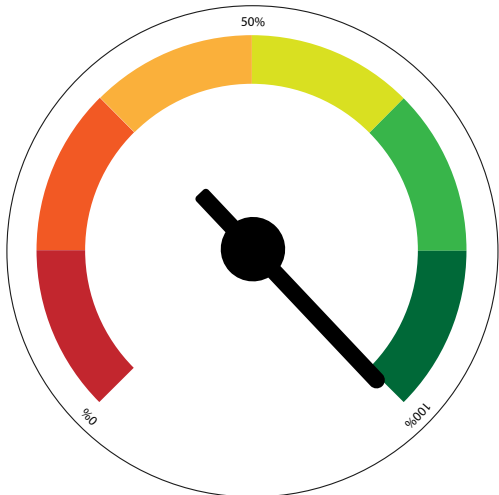


33442



Incoming Call

4284



BEHIND THE SCENES

UPCOMING EVENTS!

WE THANK YOU

Have you all noticed the boards around both units? Please feel free to fill the cards out and hand them to your colleagues. All areas of the card have to be complete for the colleague to be able to scan the QR code for a valid Exertis Express nomination.

CONTRACT OFFERS

Congratulations to Vicky Wood, Nassim Saidy and Jamie Preston who have all been given contracts with MTR. Keep up the great work.

LEAVING

We had a couple of staff leave us this past month. Lewis Stimpson, Daniel Donnelly and Vladimir Ilic. We wish you all the best and hope you succeed in your next venture.

NEW JOB TITLES

Three of our colleagues have had role changes this month. Domenico Ferro is now Head of Operations, Jordan Cook is now General Manager, & Benjamin Hodgson is now Assistant Accounts Controller. Congratulations on the promotions.

NEW JOB ROLES

Good luck to all of you that applied for the job roles that were available at the beginning of the month. Some interviews have taken place and others are being arranged. We wish you all the best.

RUNNING CLUB

With the weather starting to become abit brighter and warmer, we have started the running club up again. If you have never run before or just fancy a walk ask Ben for more information. ben.hodgson@mtr.co.uk

MARATHON

Our Managing Director James ran the London Marathon on Sunday 23rd April completing it in 3:29:04. What an accomplishment, Well done James. James and Lubo also competing in an Ultra Marathon over September 2nd and 3rd. Both will be raising money for Charity which we will post details of soon.

INTERNAL EVENTS

Mental Health Awareness Week is soon upon us. May 15th - 21st. We will be hosting a couple of walks throughout the week as well as other events which will be posted around the buildings closer to the 15th.

BANK HOLIDAYS

Monday 1st May



Monday 8th May

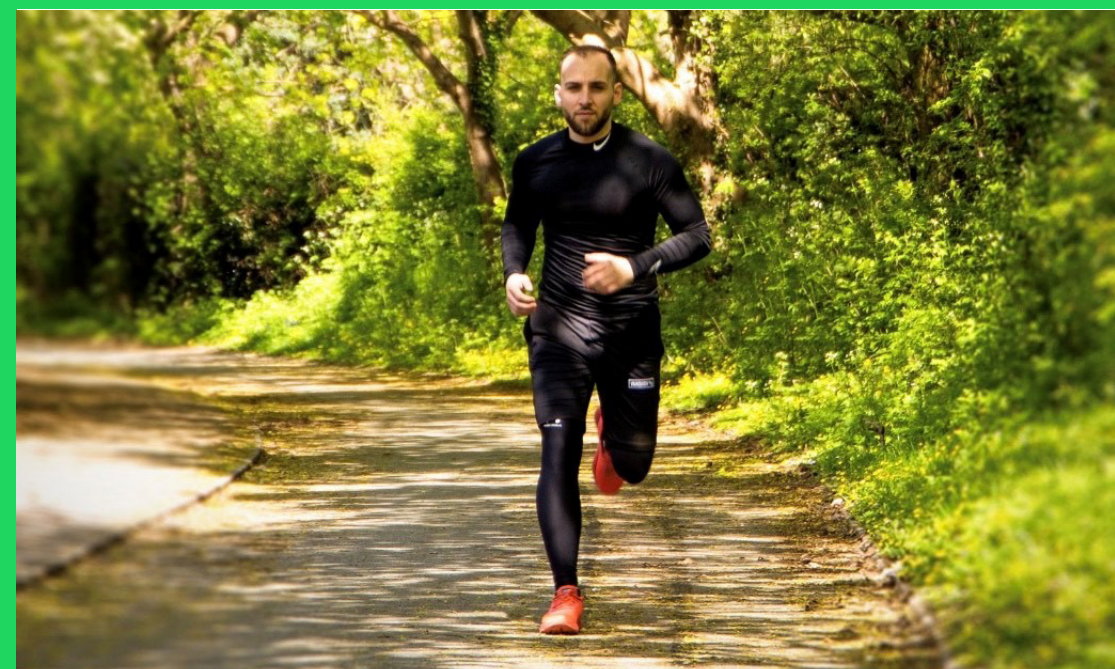


Monday 29th May



Mental Health Awareness

15th - 19th May



100km UltraMarathon

RUNNING FOR THE KIDS FIGHTING AGAINST CANCER

September 2nd - From Eastbourne to Arundel



Lubo is taking on the South East Ultra Challenge running 100km to raise money for Children with Cancer UK.

"It's gonna be tough and really push me to my limits, but the idea of helping kids in need is what gives me the drive to push through. Every child deserves love and support, so I just want to do my little part by raising funds for this great cause"

Support Lubo by donating via link below <https://www.justgiving.com/page/lubomir-teres-ultramara-thon-100km>

Are you involved in any fundraising or charity events?

Please let us know so we can share your journey with the team and help raise awareness



Saturday 6th May

Maja Stryjak

Wednesday 10th May

Liam Wren

Saturday 20th May

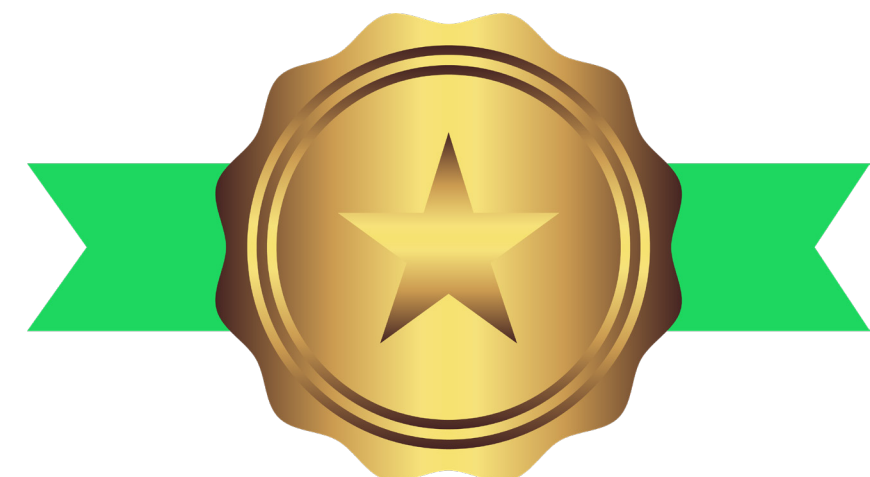
Lubomir Teres

Tuesday 30th May

Nassim Saidy

Grace Ezekiel, she is a key member of the Buy Back Hub Team; consistently going above and beyond to meet her goals and is persistent in her desire to learn more about the BBH process.

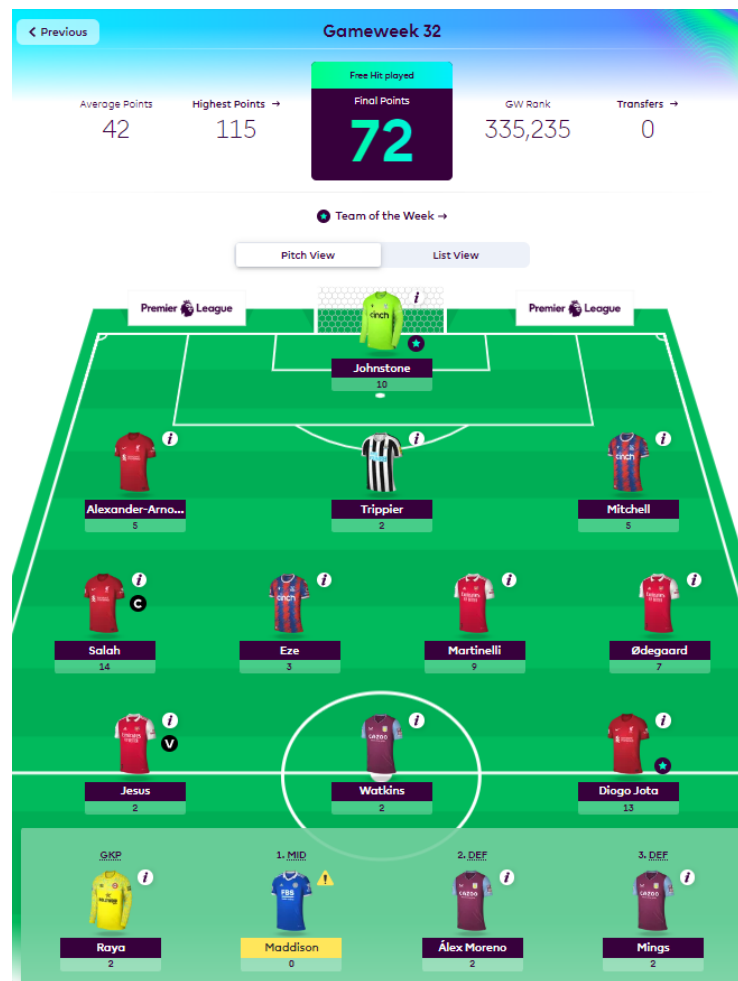
4gadgets team, who broke two shipping records this last month! Excellent work keeping up with this increasing demand. Well done team.



FANTASY PREMIER LEAGUE



Rank	Team & Manager	GW	TOT
1	Lubo FC Lubomir Teres	50	2045
2	Cookies XI Jordan Cook	72	2040
3	Invincibles XI David Ansell	54	2023
4	Pure Vibes FC Robin Gibbs	57	1983
5	Nile FC Sami Norine	51	1926
6	Bolt Eye Wanderers Jonathan Loveday	40	1919
7	Playas Taylor Minton	64	1910
8	Conte's Wonderland Dom Ferro	53	1860
9	Sonside Rakim Moore	51	1859
10	Hodgson's Hotspurs Ben Hodgson	47	1857
11	Little Ju's XI Julia Corderoy	58	1841
12	Slug FC Andy Douglass	48	1836
13	Fiorentina Turner Matt Fitzgerald	50	1827
14	Cordys11 Sam Corderoy	44	1794
15	Heung like a Horse Steve Savill	55	1768
16	Swinn FC Billy Swinn	43	1618
17	6Times Henal Radia	43	1439
18	Wren FC Liam Wren	33	1302



Fixtures			
Gameweek 33: Tue 25 Apr 18:00			
All times are shown in your local time			
Tuesday 25 April 2023			
Wolves	19:30	Crystal Palace	BT SPORT
Aston Villa	19:45	Fulham	BT SPORT
Leeds	20:00	Leicester	BT SPORT
Wednesday 26 April 2023			
Nott'm Forest	19:30	Brighton	BT SPORT
Chelsea	19:45	Brentford	BT SPORT
West Ham	19:45	Liverpool	BT SPORT
Man City	20:00	Arsenal	BT SPORT
Thursday 27 April 2023			
Everton	19:45	Newcastle	BT SPORT
Southampton	19:45	Bournemouth	BT SPORT
Spurs	20:15	Man Utd	BT SPORT

Pos	Name	Played	Win	Lose	Points	PPG
1	Chris Lawrence	17	13	4	43	2.5
2	Mark Healy	18	12	6	42	2.3
3	Liam Wren	14	11	3	36	2.6
4	Ben Hodgson	15	9	6	33	2.2
5	Steven Savill	16	8	8	32	2.0
6	Dom Ferro	17	7	10	31	1.8
7	Lubomir Teres	14	8	6	30	2.1
8	Sam Corderoy	16	4	12	24	1.5
9	Jon Loveday	12	4	8	20	1.7
10	Perry Kennard	15	1	14	17	1.1

H		A
Ben Hodgson	v	Sam Corderoy
Chris Lawrence	v	Jon Loveday
Dom Ferro	v	Jon Loveday
Jon Loveday	v	Ben Hodgson
Jon Loveday	v	Steven Savill
Liam Wren	v	Perry Kennard
Liam Wren	v	Lubomir Teres
Lubomir Teres	v	Perry Kennard
Lubomir Teres	v	Jon Loveday
Lubomir Teres	v	Liam Wren
Perry Kennard	v	Ben Hodgson
Sam Corderoy	v	Liam Wren
Steven Savill	v	Jon Loveday



*updated 25/04/2023

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Just4Fun

Why does Snoop Dogg use an umbrella?



For drizzle.

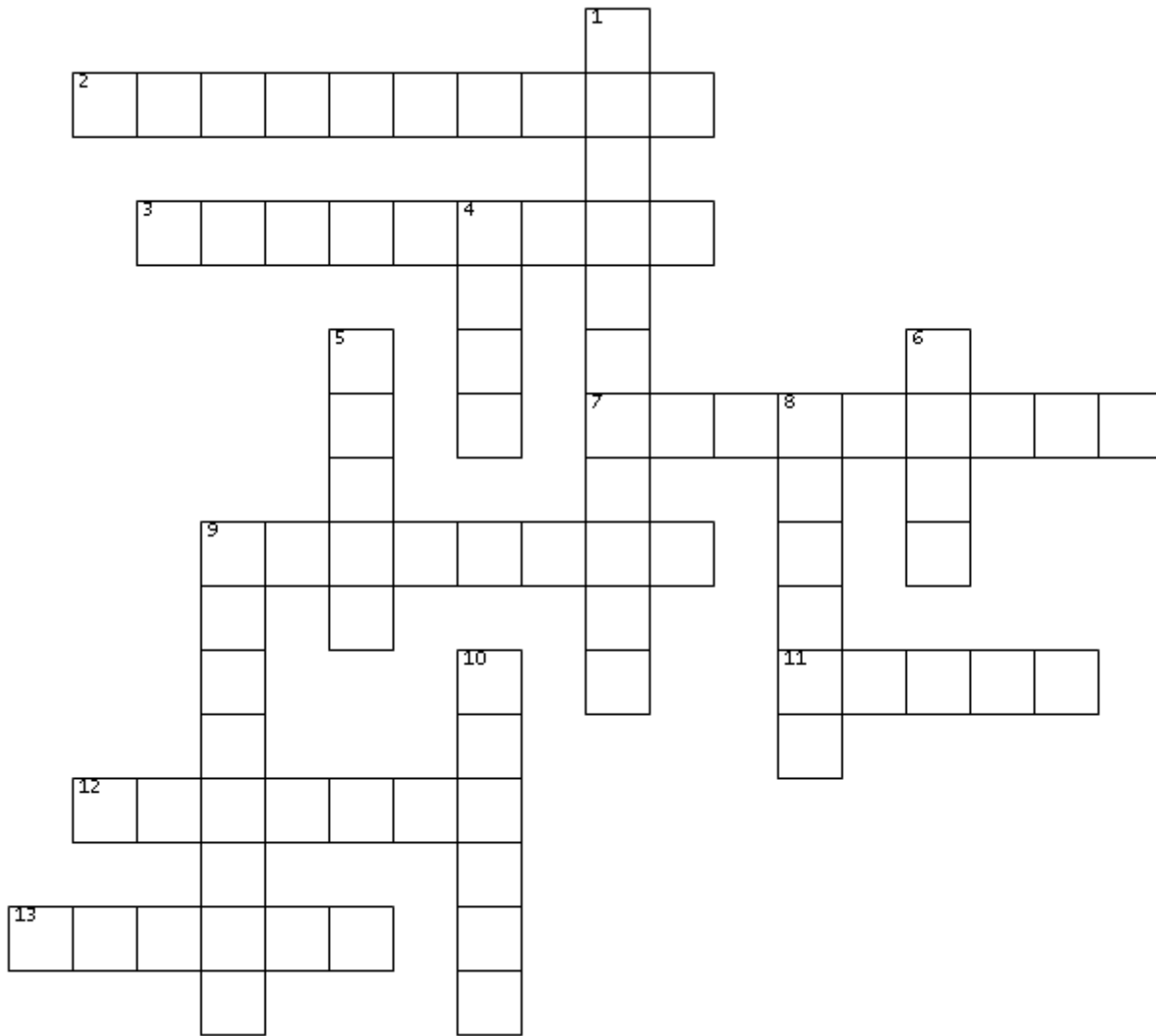
"It's never too late to be
who you might have been."
- George Elliot



Name the colleague?



EASTER CROSSWORD



ACROSS

2. The Friday before easter is called (4,6)
3. What easter eggs are made of (9)
7. Animated bunny character in loony tunes (4,5)
9. A baby duck (8)
11. The month Easter typically falls in (5)
12. Since the mid 1800's buying this at easter is considered good luck (7)
13. Season Easter is celebrated (6)

DOWN

1. Who brings you eggs (6,5)
4. A baby sheep (4)
5. A young bird (5)
6. Looking for eggs is a ____ (4)
8. Easter is always on this day (6)
9. Traditional Easter Flower (8)
10. Easter eggs are typically stored in a ____ (6)

How many of the below Easter Eggs did you find hidden within the newsletter?

