

ISSUE 12
JUNE 2023



● NEWSLETTER ●



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Management arranged for an Ice Cream Van to come around on Friday. We hope everyone managed to grab one on your break.

Thank you for all of your continued hard work.



NEALY

SAMSUNG ENTERPRISE TEAM LEADER

Hello everyone, I can't believe we are halfway through 2023 already, I hope everybody is enjoying the warmer weather and brighter days! My name is Nicole, and I am currently the Enterprise Repair Team Leader, I joined the team in August 2020 and have been effectively running the Team since early 2022. I was asked to do this month's newsletter, so I would like to take the opportunity to say some things about what MTR means to me.

As some of you may already be aware, MTR has been a big part of my life for 10+ years now, MTR first started as a much smaller, family run business which was first created by my Brother and his Business Partner. I am currently 24 years old, and I have been working for MTR since I was in my early teens, around 12-13 years old (50% of my life so far, haha), I would often work during school holiday period, refurbishing Galaxy S3's and S4's so I could earn some cash to spend on whichever new game I was interested in playing! Once I left school in 2015 and continued my education at HRC college, I continued to work for MTR on a more regular basis for the first year of college, I was working 2 days per week on the days I did not have any lessons. I did not have my driving license at the time so was unable to commute to MTR in Harlow and I also had my fair share of personal struggles, so I decided to leave MTR for a short period to work on myself before I committed to a job permanently. For a period, I was working in a local Mobile Phone Repair Shop local to my hometown in Cheshunt, I was able to improve on my customer service skills and repair capabilities and was also working part time as a waitress at a golf club in Potter's Bar.

I returned to MTR early 2016 and was contracted shortly after. Where I continued to work as a hardware engineer and a tester for a period and was also utilised in whichever department needed support at the time. I've worked in 4gadgets during the beginning stages before FoneWizard was ever created. I have been a form of Data-wiping, which at the time was known as 'Salvage' where we would have to disassemble every device from a batch and figure out a way to 'Salvage' it to the point where we were able to run blackbelt successfully. I was also one of the first to have been on the Logistics team along with one other colleague where we were receiving small batches from CPW or ERL. Eventually, I was able to run my own Warranty Refurbishment Team in 2019, until I was offered

the opportunity to join the Enterprise to support as an Administrator as I already had previous GSPN knowledge that could be utilised for the team. In 2022 I became the official Team Leader of Enterprise and have been successful in achieving our targets and KPI's set by Samsung, with the support of my fantastic team which I am excited to continue working with and developing over the years to come.

For those of you that didn't already know, Happy Pride Month! I myself am a member of the LGBTQIA+ community, I have been with my partner Charlotte for 3.5 years now. If any of you are also a part of the community and you ever need any support, please feel free to reach out. I hope you all enjoy any celebrations or events that you may be taking part in over the coming weeks. Charlotte and I recently returned from a weeklong holiday to Gran Canaria, which is a very supportive country of our community, and we knew that we would be safe and be able to enjoy our holiday experience alongside our allies.

By the time this newsletter is released, I would have just returned from a holiday to Mallorca which I am taking with my partner and my parents to a family members apartment. If anybody has any holidays booked this year, I hope that you have a lovely time and soak up lots of sun and enjoy plenty of activities and good food haha. As we continue to navigate the challenges of working in today's world, it's important to remember the value of teamwork, community, and supporting each other. Whether we're working on a project, dealing with a difficult client, or just trying to get through the day, having a strong support system can make all the difference. At our company, we're lucky to have an amazing team that truly embodies these values. From the way we collaborate on projects to the way we support each other through personal challenges, we're always there for one another. It's this sense of community that makes coming to work each day so rewarding. One of the best things about working here is the opportunity to meet new people within the business. Over the years, I've had the pleasure of working with so many talented and dedicated individuals, many of whom have become like family to me. It's amazing to think that we've been working together for so long, and yet we still find ways to support each other and grow as a team. But what does it mean to be a supportive team member? It means being there for your colleagues

when they need help, whether it's with a work-related task or a personal issue. It means listening to their ideas and opinions and being open to feedback. It means celebrating their successes and helping them learn from their failures.

Of course, building a strong sense of community takes time and effort. It means taking the time to get to know your colleagues and building relationships based on trust and respect. It means being willing to put in the extra work to help your team succeed.

But the rewards of a strong team are well worth the effort. When we work together, we can accomplish amazing things. We can overcome obstacles that seem insurmountable, and we can achieve goals that once seemed impossible. And most importantly, we can create a work environment that's supportive, positive, and fulfilling.

So, let's continue to build on the strong foundation we've created. Let's continue to support each other, to work together, and to celebrate our successes as a team. Together, we can accomplish anything.

Thank you, for all of the support that I have been given over the years by so many of you and thank you for being a part of my community. For those of you that have been a part of my journey at MTR since the beginning and for always offering me guidance in my personal struggles and career through the years, thank you for treating me like family.

"Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved." – Mattie Stepanek

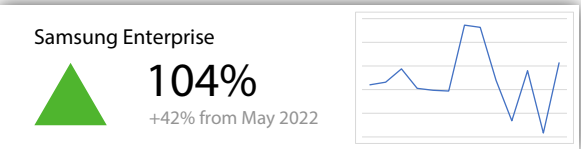
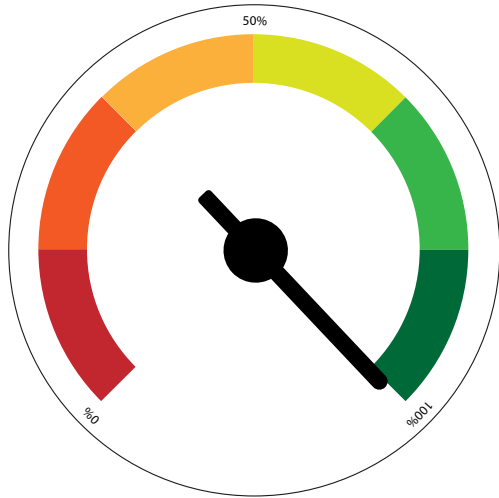
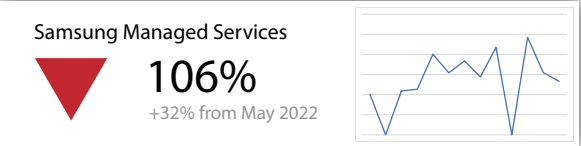
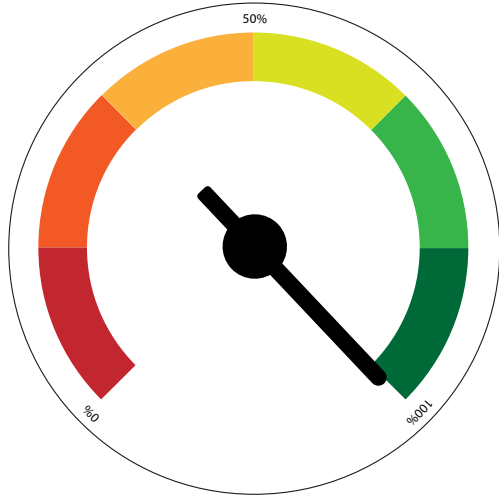
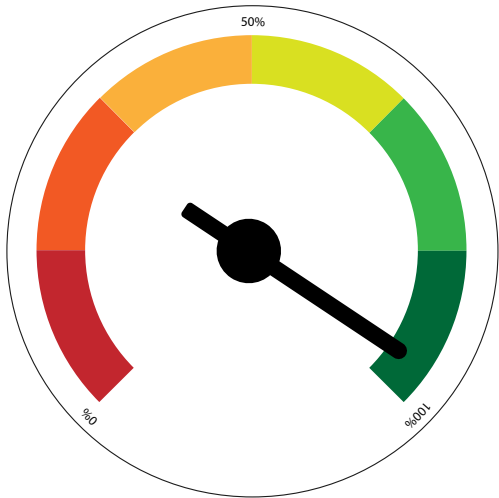
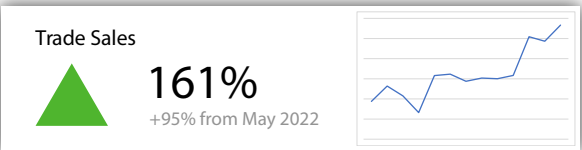
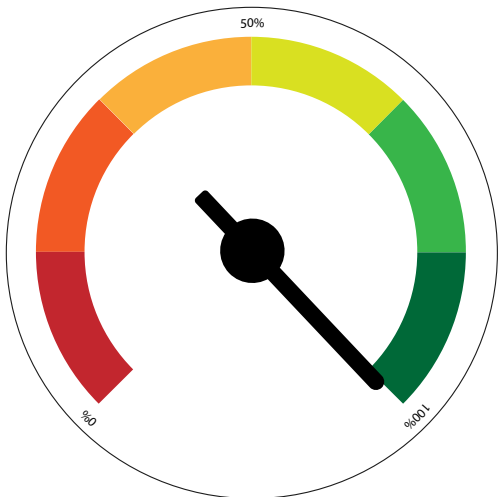
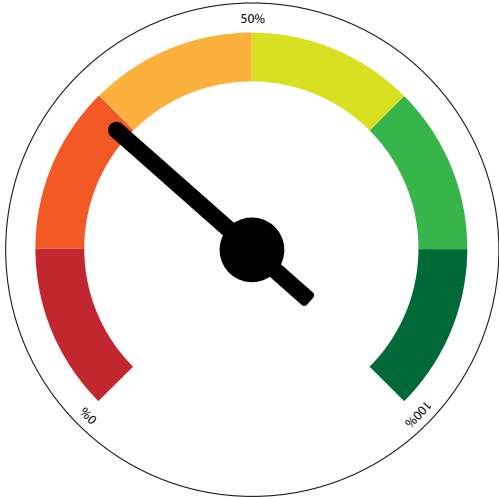
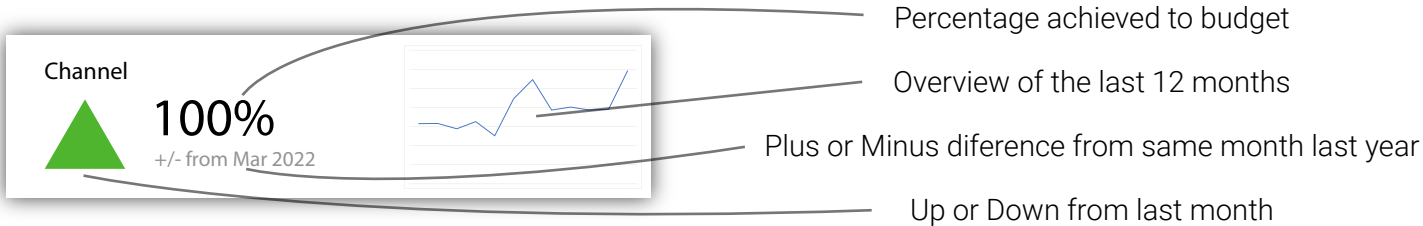
Take care all, hope you're all looking forward to a lovely hot summer!

Nicole Healy

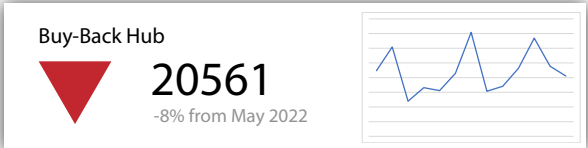
MONTHLY TARGETS

MAY 2023

Guide

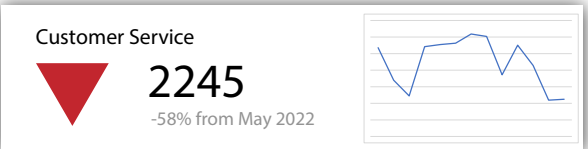


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Incoming Call

2245



BEHIND THE SCENES



**SOUTH COAST
ULTRA CHALLENGE**
2 - 3 SEPTEMBER 2023



James is taking on the South East Ultra Challenge running 100km to raise money for Mental Health UK.

“During training for the London Marathon I was searching for a challenge to really push myself and found the 100km Ultra. This will be a completely different experience to the marathon but I am up for the challenge. Our mental health is one of the most important things which is why I am raising money to help them give people the tools they need to live the best life possible”

Support James by donating via link below
<https://www.justgiving.com/fundraising/james-goddard-ultramarathon-100km>

WE THANK U CARDS

We seem to have very low nominations for the Exertis Express, since the cards became available. They make it so much easier to nominate one of your colleagues. Please do nominate where they see people going above and beyond as this is a fantastic programme we should really make the most of. If there are any questions please do ask Steve Sav.

NEW ARRIVALS

There have been some new additions to teams across the business over the last few weeks. We hope you are all settling in well and are being well supported by our more experienced colleagues.

EXERTIS BRIGHTEST STARS

Congratulations to all our nominees at MTR, Marius Podareanu, Christabel Moore, Benjamin Hodgson, Samuel Corderoy, Paulina Pskiet and Erzsebet Schmidl.

MENTAL HEALTH WALKS

Due to the success of the recent Mental Health Walks in May as a business we have decided to continue this on a monthly basis. Walks will be held on the first Wednesday of every month at 12:30pm. First monthly walk will be Wednesday 5th July.

RUNNING CLUB

With the weather starting to become a bit brighter and warmer, we have started the running club up again and are thinking of going a couple of nights each week. If you have never run before or just fancy a walk, ask Ben for more information. ben.hodgson@mtr.co.uk

ULTRA MARATHON

James and Lubo are competing in an Ultra Marathon over September 2nd and 3rd.

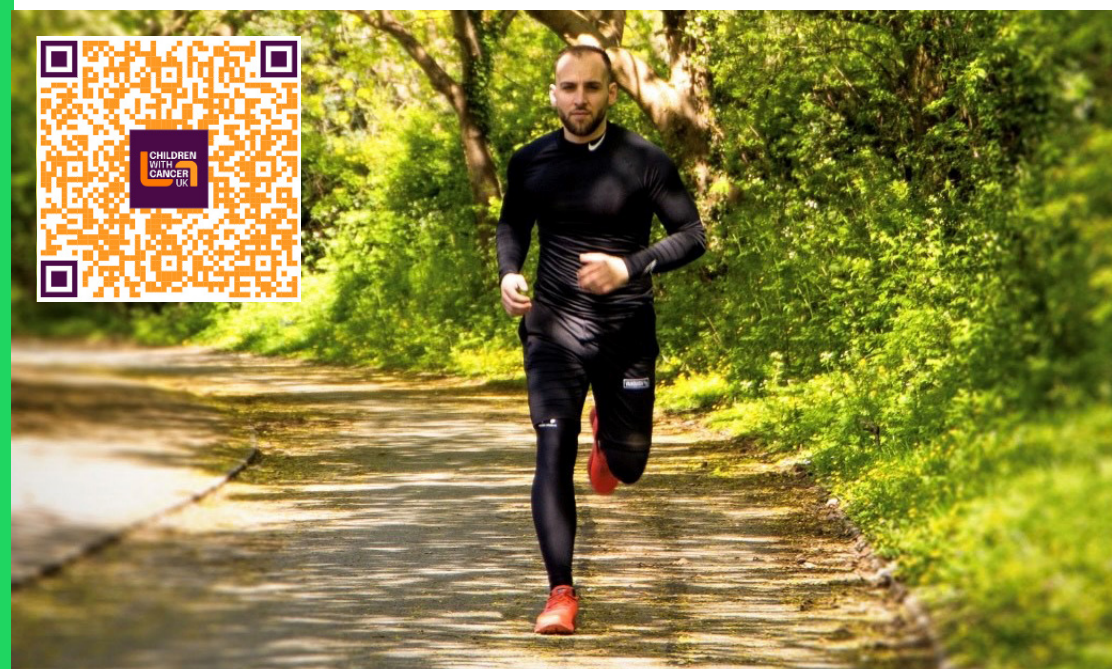
James is raising money for Mental Health UK and Lubo is raising money for Children with Cancer UK.

If you want to support either or both causes scan the QR codes or click the link on the next page.

INTERNAL EVENTS

Pride Month Quizzes and Events. We hope some of you took part in the online quizzes and discussion panels to learn more about the LGBTQIA+ community.

We are still committed to getting an event scheduled in for July/August. Steve is in contact with a number of places to try and get something together for us all to enjoy as a team.



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-ultramarathon-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



A new scheme to recognise and thank colleagues

You may have already heard about our We Thank U initiative – and we're pleased that it has been gone live across all of our businesses for the last couple of months!

We wanted to create a culture of recognition which allows all colleagues, no matter what their length of service or role, to feel appreciated. We Thank U incorporates a multitude of ways to ensure you can benefit from more recognition opportunities at an organisational as well as a local level.

Please do fill out the cards that are located in the kitchen areas of Unit 10 and Unit 12. Each colleague that receives a card take a photo of the message and scan the QR code to be in with a chance of going on an amazing all paid for holiday with other recognised colleagues.

Previous winners from MTR include, Pietro, Dom, Andrea and Henal. Speak to them if you have any doubts.



Erzsebet Schmidl for her continuous support and efforts to ensure all retail packaging is complete regardless of quantity and reduced deadlines.
Joanna Ciezak, Karolina Graczkowska, Magdalena Olota & Zhenya Dzhambazova for your continued effort and hard work.
Refurb & Repair Team Leader, Pietro Correnti

The whole Services team deserves credit as over the last month, work has slowed down quite a bit and they have still managed to hit their targets and being able to help out other when in need! Some stand outs are Joanne Willis, Cara-Blue Donnelly & Elizabeth Molnar for continuously going above their daily targets and keeping the datawipe stock to a minimum while we have been short on staff.
Services Team Leader, Matthew Fitzgerald

Ellie Wood who has integrated seamlessly into the team and is performing to high standards. Christabel Moore and Maja Stryjak who have put a combined amazing effort into keeping on top of and controlling our returns.
4gadgets Team Leader, Christopher Lawrence

Nathan Holman for effortlessly and accurately taking over a new department. He is also a quick learner who is eager to learn new processes of the business. We are indeed fortunate to have him on our team.
BBH Manager, Gabriela Podareanu

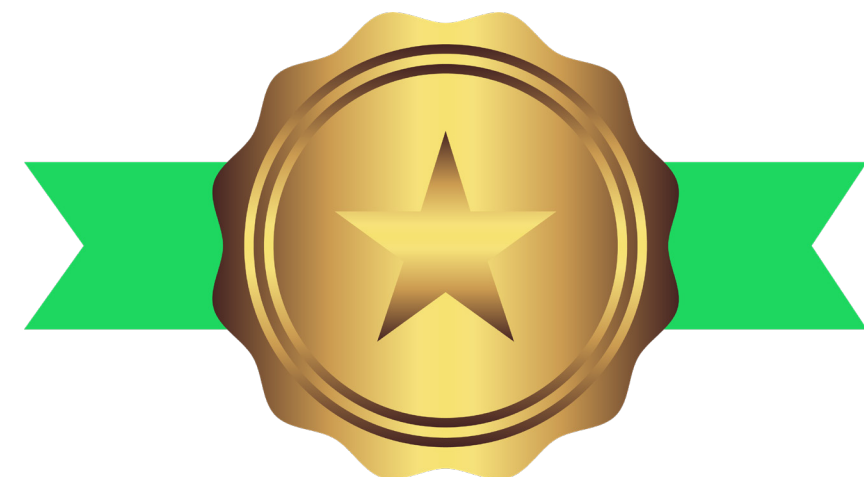
Marius, Nas, Theo and Kris who have been actively showing more initiative and taken on more responsibilities during team shortages. The past few weeks have been rough with a lot of absences, they have managed to pull through and kept work flowing, whilst also putting in time to train new starters. KPI stats are being met. Fantastic job guys, thank you and to the rest of the team for all of your hard.
Enterprise Team Leader, Nicole Healy

Michael Emmett who has received some great customer service feedback recently.
Customer Service, Toni Killday



And, three great reasons to nominate

- 1 It's a fantastic way to **recognise** well-deserving colleagues
- 2 If you're nominated, you could win £100 voucher OR an all expenses paid trip!
- 3 If your nomination is successful, not only will the winner join the exclusive trip, but **YOU will win a £50 voucher***





Monday 3rd July	Justyna Zaradna
Thursday 6th July	Michael Emmett
Thursday 6th July	Navya Prabhu
Friday 7th July	Callum Wade
Thursday 13th July	Edward Jaipaul
Wednesday 19th July	Georgi Paytashki
Thursday 20th July	Magdalena Olota
Saturday 22 July	Magdalena Saczek
Monday 24th July	Andrew Jansen
Saturday 29th July	Dragos Apostol



Wednesday 28th June - Pride Day



Monday 26th - Friday 30th June
World Wellbeing Week

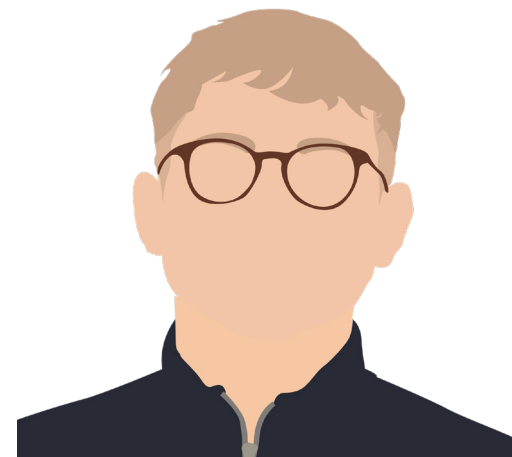


Just 4 Fun

I was addicted to the
hokey pokey!

But I turned
myself around.

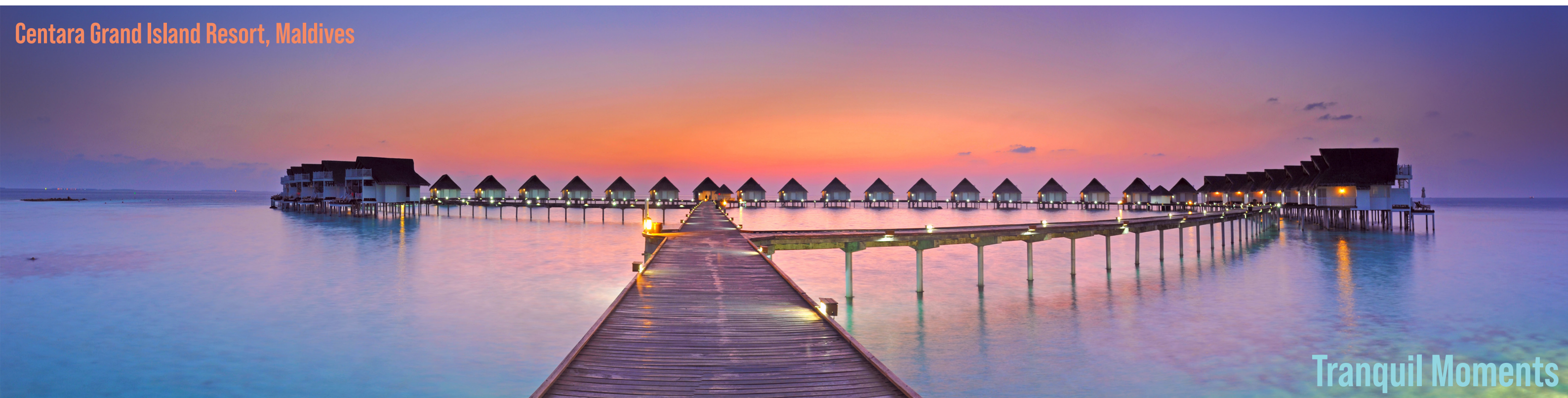
"We are not what other people
say we are.
We are who we know
ourselves to be,
and we are what we love.
That's okay"
- Laverne Cox



Name the colleague?



Centara Grand Island Resort, Maldives



Tranquil Moments

Health and Wellbeing

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

YOGA
RELAXING
MINDFULNESS
CALM
ACTIVITY
CHILL
EXERCISE
SOCIALISING
SLEEP
HEALTH
MOVING
WELLBEING
VEGETABLE
GYM
FUN
OUTDOORS
RUNNING
BANANAS

Five ways to wellbeing

connect

Talk with someone in your family or group of friends and really listen to what he or she has to say. Perhaps ask about something that happened at work, at a club or perhaps how he or she is feeling today and why that is.

Be Active

Do something active with your family or friends like going for a walk or playing a game that gets you moving.

Take notice

Take a bit of time to notice things around you, perhaps have a mindful moment, notice what you can see, hear, smell, feel. Perhaps notice what the people around you are up to, how they are feeling or acting.

Keep Learning

We're learning new things all of the time. See if you can find out about something new, or an interesting fact, perhaps learn a new skill.

give

Think of an opportunity to show kindness to someone else. Being kind to others actually makes you feel good so it's a kindness for you as much as the person on the receiving end!