

ISSUE 13
JULY 2023



● NEWSLETTER ●



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MTR Running Club
Sami Norine, Jordan Cook, Laven Tharmachandaran,
David Ansell, Andy Douglass, Peter Lukacs, Ben
Hodgson & Christabel Moore.

The group completed almost 6km in 47:07 on this run. Great effort Team! Would be great to see more of you on the next run/walk.



AGNES

ACCOUNTS ASSISTANT

Hello Everyone. My name is Agnes and I've joined MTR over 6 years ago. At this point in time, I'm fulfilling the role of an accounts assistant, but I've started as a QC tester on the refurb team. I'd like to take the opportunity to reflect on my journey here as my years at MTR had a major role in my personal development that led me to choose a career as an accountant.

Back when I started, people fulfilling senior roles now sat on the shop floor, often repairing and refurbishing phones themselves. Job titles and management hierarchy was not as clear cut as it is today. QC was especially disorganised. My training on my first day was a 5-minute rush through the manual testing process and then I was left to muddle through the day without any further instruction.

Coming from a previous job where the whole work process was meticulously tracked from purchase order to completion, I've found the first few weeks especially gruelling. It felt pointless. So, I decided to be pro-active and started asking questions.

Soon, there was a trolley full of phones organised and prioritized for a team of three testers. And from there, work just sort of snowballed. The whole company grew as there was a huge demand on the market for refurbished phones. At that time, I also volunteered to hold the training days for potential temporary staff.

It wasn't something I necessarily enjoyed mostly because communication down the line was practically non-existent, but I wanted to make some improvements to the process, so newcomers don't feel quite as lost as I did on my first few days. In the end, it was very rewarding just to see many of them - like Gabi who is now manager of Buy-Back Hub and the one and only Ben Hodgson who in turn is my line manager now - succeed within the company.

At its golden age, refurb testing grew to be a 13-member team and I'm proud to have seen it through those times as team leader, working close with Dom as a manager and Pietro who was taking over as team leader of

refurbishment and repairs at that time. It set unique challenges that made me realize my strengths and shortcomings.

Shortly before the pandemic I jumped at the opportunity of an office role that was mostly administrative. I remember Dom noting it as a "dead-end job" when I expressed my interest. I did not spend a lot of time in this job role - I soon took a year of maternity leave - but it helped me immensely to understand the many processes outside the workshop that I was not too familiar with.

I've had the opportunity to work with our sales team, managing administrative tasks within our auction site. I've gained insight to our buy-back pricing and at one point tracked our competitors to make sure 4gadgets remained competitive on the market.

On my return, I've started my studies on accounting and got very lucky a few months later as a member of the team left just before the financial year's end.

Our team is small, but fantastic. Both Sami and Ben are national treasures. They are people who lift others up and as we now settled into our respective roles more comfortably, I can say with confidence we can achieve anything we set our minds on. We all bring long years of experience with the company to the table and now more or less managed to straighten out the jumbled financial processes within.

Within a team of 3, communication is very smooth. It helps to share the same office space and even though working from home is an option, we prefer to be in the office most of the time. The easiest way to be informed is to be present, after all. As such, ever since I've started, I've been fortunate to receive ample guidance and plenty of regular feedback.

As you all might know, MTR received back the results of a recent engagement survey. Unsurprisingly, all 5 of the lowest scores relate in some way to communication. Throughout these years I've always found it baffling how MTR Group managed to build such a friendly and welcoming community while floundering with feedback and information flow relating to

the work we do.

If any of you wish to get involved in the following discussions in regards of the survey, please don't hesitate to sign up, the link is still open. It is a great opportunity to bring forth some changes you'd like to see in the company moving forward. We've gotten this far with the help of driven and talented individuals, but as always there is still room to grow.

Big shout out to the newly appointed middle managers and team leaders who already showed how open-minded and eager they are to trial the recently proposed KPI tracker. It is completely uncharted territory for all of us involved so your support is much appreciated!

Let us continue to build on past experiences to tackle the present hardships. The easiest way to future improvement is open and honest discussion. In the meantime, be safe, stay healthy and don't forget to love each other.

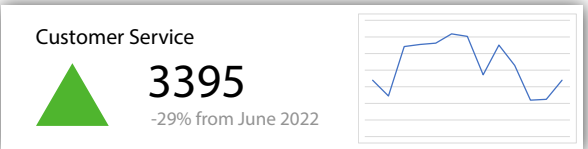
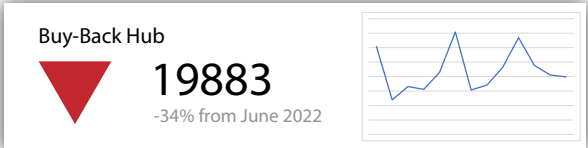
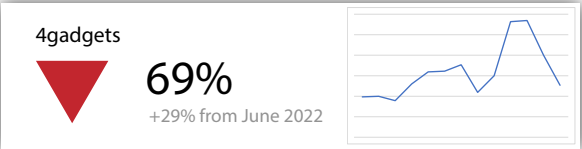
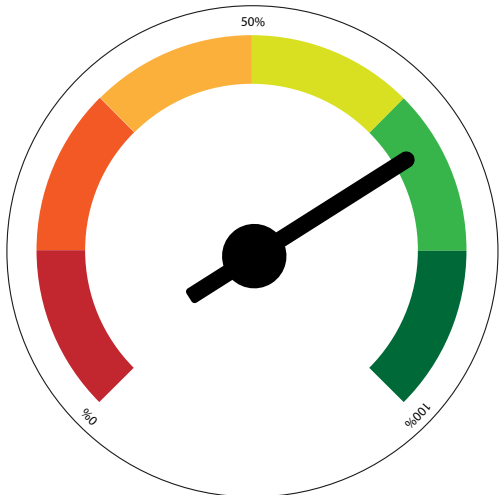
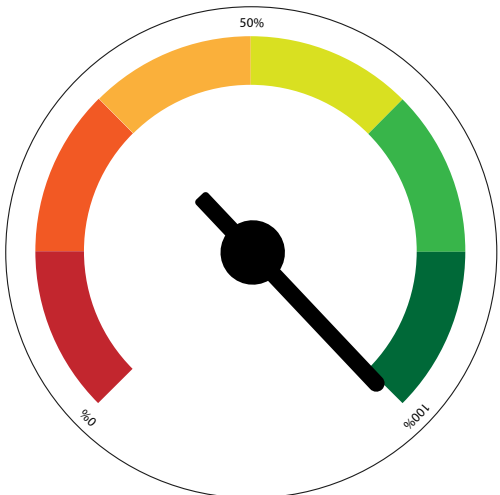
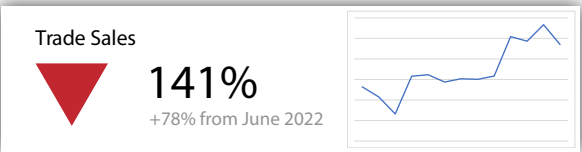
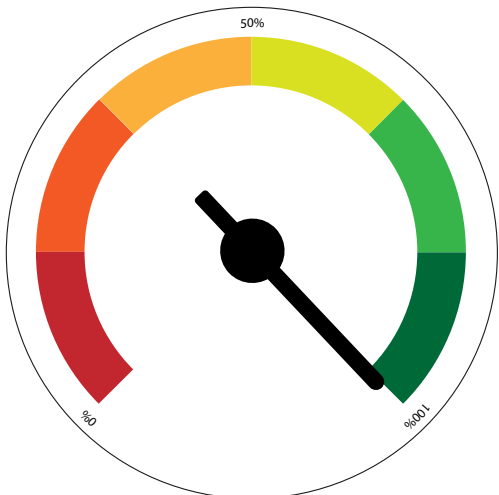
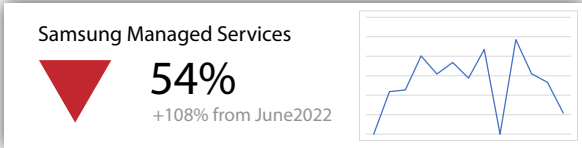
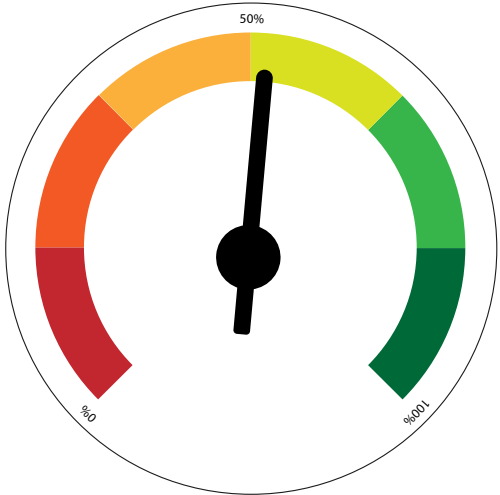
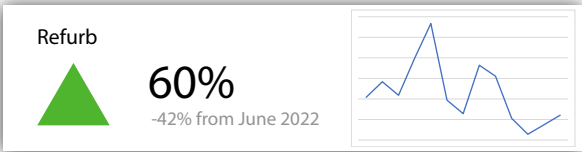
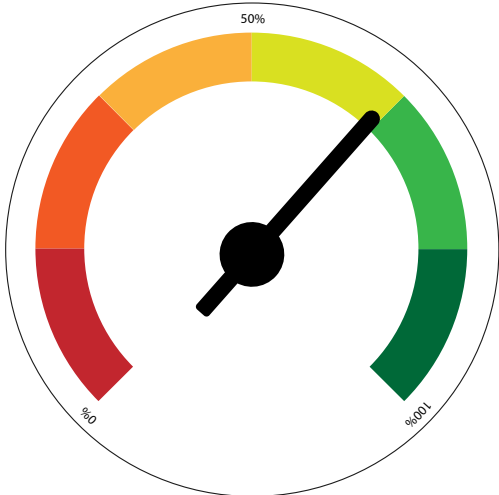
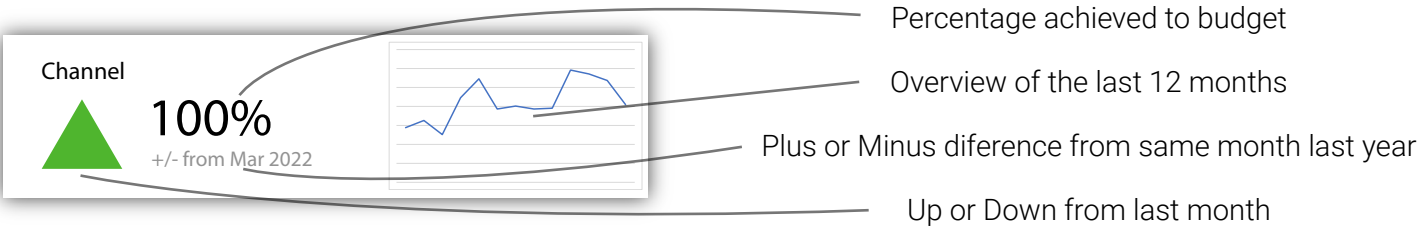
"The grand essentials to happiness in this life are something to do, something to love, and something to hope for."
Joseph Addison

Agnes Juhaiz

MONTHLY TARGETS

JUNE 2023

Guide



Incoming Call

3395



BEHIND THE SCENES



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.

SUMMER BBQ

HERO AWARDS

Our Summer event is almost upon us. Has everyone completed the survey for attendance and dietary requirements as well as putting forward your nominations for our Hero Awards?

We look forward to seeing you all there on Friday 18th August

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. This month's walk is taking place on Wednesday 2nd August.

RUNNING CLUB

Running Club has really picked up in the last few weeks with lots of new comers. If you have never run before or just fancy a walk, ask Ben for more information.
ben.hodgson@mtr.co.uk

ULTRA MARATHON

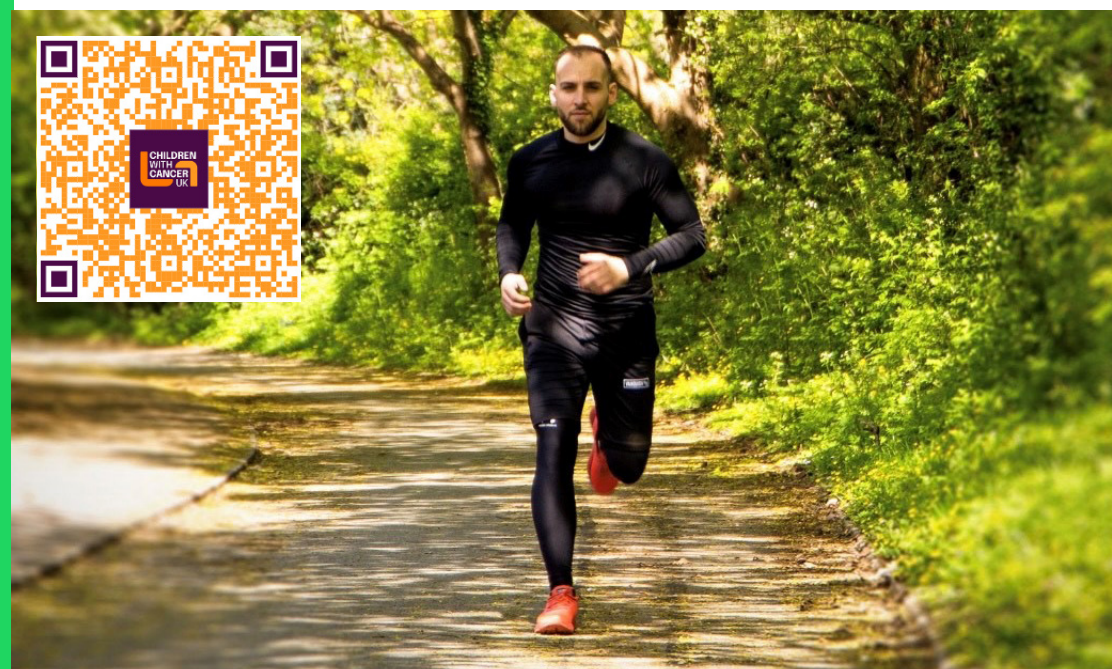
James and Lubo are competing in an Ultra Marathon over September 2nd and 3rd.

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.

HR

We had a visit from our new HR rep Anthony this past week. He will be coming on site every couple of weeks going forward. More details about his timetable will be placed around the site in the next couple of days and all details will be displayed within the newsletter.



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>

100km UltraMarathon

RUNNING FOR THE KIDS FIGHTING AGAINST CANCER

September 2nd - From Eastbourne to Arundel



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



Jarod Strevens and Luke Ruiz-Ferrari who have been valuable members of the team over the last month whilst we have been short staffed with holidays and sickness. Your extra effort and motivation has been very much appreciated and make a tough couple of weeks alot easier for us all.
Logistics/Returns Team Member, Liam Wren

Well done to the team as a whole for the consistent hard work.
4gadgets Team Leader, Christopher Lawrence

Erzsebet Schmidl who has packaged over 2800 devices for AZNU, PPL & Giff Gaff along side flash/unlocking, datawiping and keeping a close track on all outbound orders. Working closely with me and Cellpak to get the new customized boxes working properly. For also being very helpful in any task we ask her to complete, finding gaps in processes and thinking of solutions.
Refurb & Repair Team Leader, Pietro Correnti

The whole Enterprise Repair team who have supported and assisted eachother with a change in workflow processes and taken to it with no little to no disruptions. Also pushing really hard to stay on top of closing cases before deadlines.
Enterprise Repair Team Member, Marius Podareanu

Samuel Corderoy, for his hard work, dedication and never ending positive attitude that brings BBH spirits up even on the most stressful days.
BBH Team Leader, Paulina Pskiet

I am very happy that during a quieter period for my team that they have been able to assist within other departments. Helping them hit and go beyond their targets and get other areas clear and ready for the next Trde-In period.
Datawipe/Services Team Leader, Matt Fitzgerald



Sunday 6th August	Gabriela Podareanu
Monday 7th August	Magdalena Stryjak
Tuesday 8th August	Jonathan Loveday
Monday 14th August	Raine Felton
Friday 18th August	Sanda Simion
Sunday 20th August	Peter Lukacs
Monday 21st August	Joseph Saville
Wednesday 23rd August	Luana Mancea
Thursday 24th August	Emma Erskine
Friday 25th August	Stephen Maxwell
Monday 28th August	Ellie Wood





To join the MTR FPL League

Use this code: **nqmpf4**



To join the 2023 MTR Pool Tournament

Complete the sign up form in Unit 10 or let Steve know
steve.savill@mtr.co.uk

UPCOMING
EVENTS!

Summer BBQ

Friday 18th August

Manor of Groves

18:30 - 00:00



Summer Bank Holiday

Monday 28th August



Just4Fun

What did the pig say on
a hot day?

I'm Bacon

"A mind is like a parachute.
It doesn't work if it is not open"
- Frank Zappa



Name the colleague?

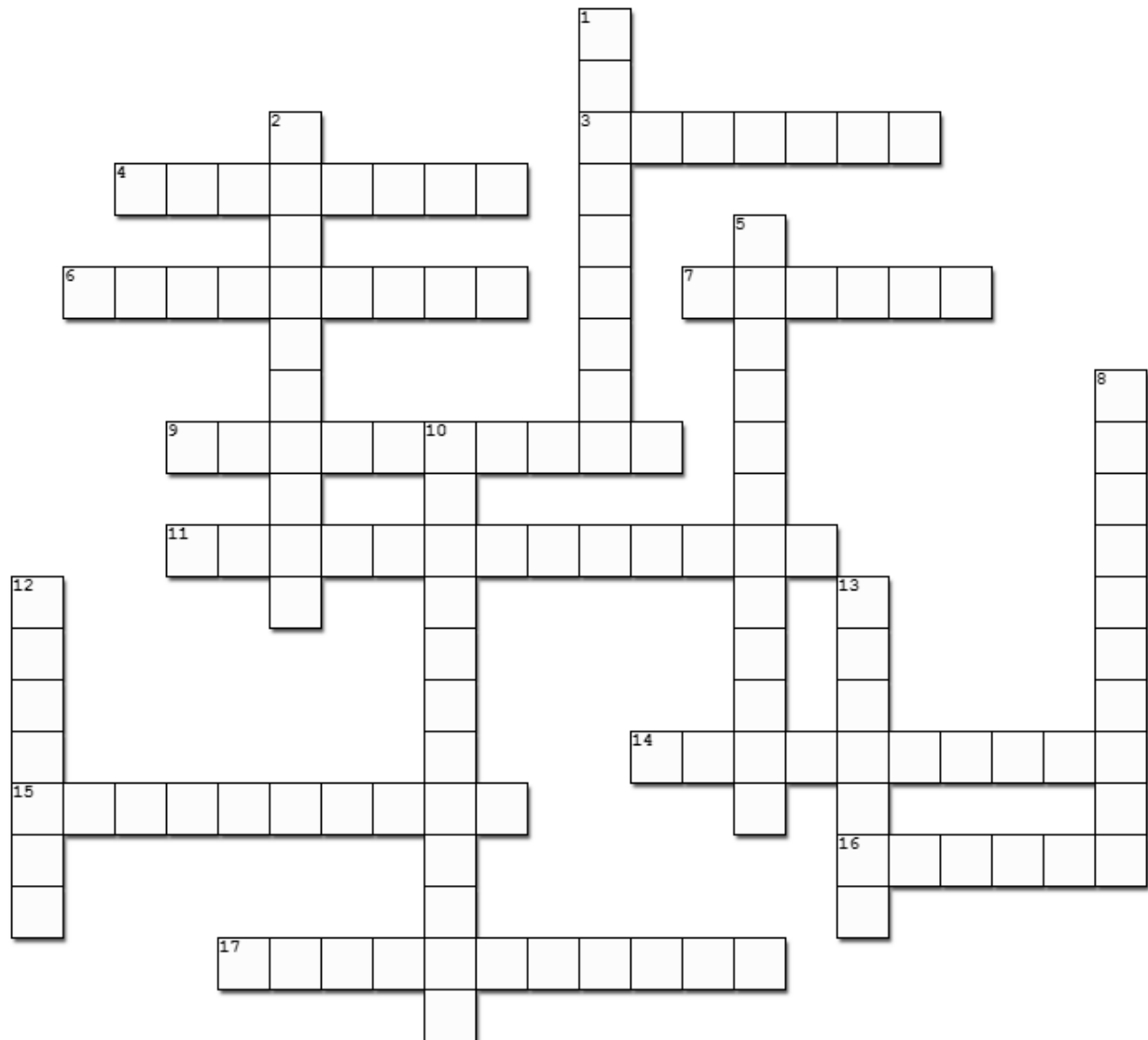
Nothing ruins your
Friday
more than
realizing it's only
Tuesday

Barry Island Beach, Wales, UK



Tranquil Moments

Employee Engagement Crossword



Across

3. The reason in which something is done (7)
4. To continue success of MTR we need to... (8)
6. To having feelings that are easily excited and openly displayed (9)
7. We should all want to achieve this for ourselves, with Senior Leaders help (6)
9. Intense and eager enjoyment, interest, or approval (10)
11. Metrics that are used to analyze the success of a company (13)
14. To go the ... (5,4)
15. We gain this over time and learning (10)
16. Each of us has this ... (6)
17. This is tracked with KPI (11)

Down

1. An emotional state characterized by feelings of joy, satisfaction (9)
2. A reason for behaving or acting in a certain way (10)
5. A measure of economic performance (12)
8. We give this to MTR (10)
10. Fulfillment; gratification etc... (12)
12. The accomplishment of an aim or purpose (7)
13. A strong feeling of support or allegiance (7)