

Back for Good...

Season's greetings and salutations. Or for those of you yet to fully embrace the festive spirit, ow bin ya? Welcome to the latest issue of Your Metro, the regular round-up of news, features, events and more. But first, an apology. It's been almost a year since our last edition - hard to believe, I know, but time flies and all that! Rest assured, we'll be doing our very best to put this right over the coming year, with a commitment to a quarterly newsletter and maybe even the odd special issue thrown in for good measure. For now, with the New Year just around the corner - and an extremely busy and successful twelve months behind us - there's probably no better time to pick up the baton.

New Year, new opportunities

Colleagues, Christmas 2019 is nearly here and as I write, we are celebrating the opening of a new extension to Centenary Square for the West Midlands Metro network.

2019 was of course the 20th Anniversary of the Metro and I hope everyone was proud of their involvement in that history. The successful summer party event that followed for MML's first birthday will hopefully now become a permanent fixture in the calendar.

Likewise, the annual dinner for all the Employee of the Month winners will continue. I am always very impressed by how "above and beyond" people are prepared to go to help others. 2019 was also a successful year for MML on the international stage. For those who weren't aware MML received awards in three categories - safety - team of the year and outstanding engineering project, at this year's Global Light Rail Awards. 2020 will be another year of evolution for MML with changes to our Depot. The new Crew Restroom will be completed along

with works to the control centre. The Midland Metro Alliance will also continue to construct the continuing line to Edgbaston from Centenary Square as well as commencing work on the Brierley Hill extension.

The West Midlands Metro network is becoming a large integral part to the way of life in the region. I personally feel very privileged to be a part of this.

In 2020 we will set out to offer our customers excellent service and our staff excellent prospects. By way of a thank you to everyone for your contribution to this year's successes, all colleagues will receive a celebratory hamper.

I hope that you all enjoy the festive season, whatever you do, and that next year delivers all that you personally hope for.

Director of Operations

The Life of Brian

Like ships that pass in the night. Or maybe the early morning. At least, the nature of our business can make us feel that way sometimes.

We might recognise the name or a face, but never really get to find out anything more. This is particularly true of colleagues who work in other departments. What is it they do? Are they into the same 1980s Bulgarian Synth-folk music as me? Cue our new feature, 'A Day in the Life of...', which involves us putting some pressing - and not so pressing - questions to the people we work with. A big thank you to [redacted] for being the first to oblige...

Can you tell us in layman's terms what it is you do at MML?

[redacted] the signalling and Telecommunications department, which is responsible for dealing with points, signalling, telephones, communication devices to name but a few.

New face, or part of the furniture?

I will have been here for 17 years in March 2020

What do you like most about working your job?

The variety of the work

What do you find the most challenging?

When it's just the team to find solutions to difficult faults.

What hobbies/interests do you have?

Motorcycles and travelling

What three words would your friends use to describe you?

I'm not sure you'd be allowed to print any of them

What is your favourite book/film/band?

Terry Pratchett - Colour of magic/Light fantastic

Monty Python - Life of Brian

AC/DC or Motorhead

What is your favourite food?

Chinese food

What is the favourite place you've visited and why?

Costa Rica, especially the tropical rain forest. Just for the amazing variety of wild life, it's a beautiful country.

Tell us something about yourself that would surprise us?

I don't think I'm capable of shocking anybody anymore.

On that note, if there's someone else you would like to see in the hot seat, or are not averse to some gentle probing yourself, then please let us know.

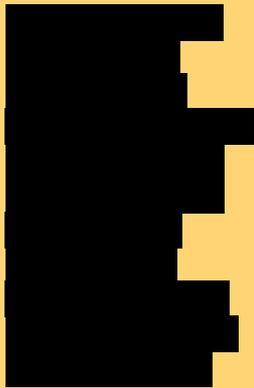


Employee of the Month

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It's been a pretty good year all round, but one area we've made great strides in, is customer service; whether it's handling a particularly difficult situation, or being that person who always has a kind word and a smile. With that in mind, we want to take this opportunity to celebrate those colleagues who have gone above and beyond the call of duty. Without further ado, Employee of the Month winners, January to September... we salute you!

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November



Remember, you can put a colleague forward for the Employee of the Month award by completing the nomination form on MyA. Each month, submissions are reviewed by the senior leadership team. Aside from the bragging rights, the employee who receives the most votes will also get a £50 bonus. There's even the chance of them nabbing the prestigious Employee of the Year award, with a well-deserved £200 payment and extra day of annual leave for the esteemed recipient.

More about this in our next issue!

Last, but certainly not least...

Back by popular demand – If you haven't collected yours already, your Christmas hamper is waiting for you in the Crew Supervisor's office, or Business Transformation. Race ya!

It's all about you!

As the title suggests, this is your newsletter. We're keen to hear your ideas for future articles and features.

Even the name is up for grabs! If you want to suggest something better, provide feedback, or have a story you would like to share, then please get in touch at [redacted]. We look forward to hearing from you.

Until next time, have a great Christmas and a very happy New Year!

A darned good cause...

Seeing your colleagues decked-out in festive knitwear can be its own reward. But it's even better when done for a worthy cause. Last year our Christmas Jumper Day raised a fantastic £125 for charity. This year, we hope to raise even more.



With this in mind, we encouraging everyone to take part in Christmas Jumper Day on Friday, December 13 and all those seasonal sweaters and optional matching antlers helped us to raise money for our official charity, Save the Children.

We also had an excellent response to our call for donations for a local food-bank collection, organised by [redacted] in QHSE. All donations will be passed on to the Breaking Bread food-bank in Wednesbury town centre. This can make such a difference to families in the area, especially at this time of year.



Above: Gifts donated by the team ready to be delivered to the food bank

