

In the Mood Newsletter

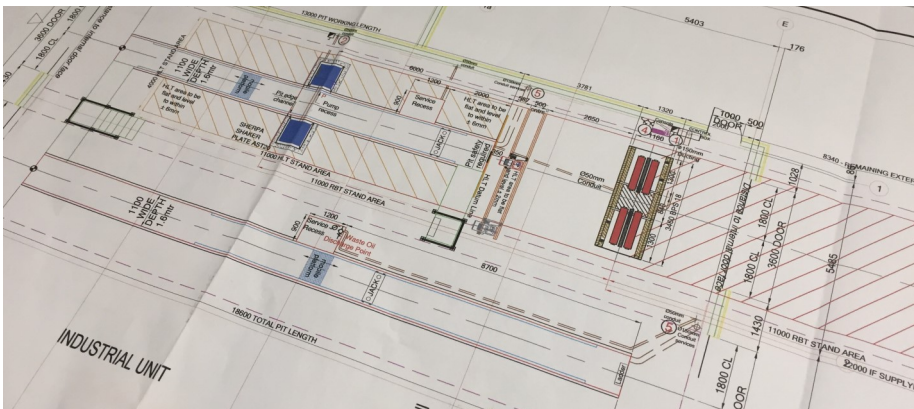
Summer/Autumn edition

September 2019



DELIVERING TRUST AND RELIABILITY
• SINCE 1947 •

MOODY'S WELCOME NEW NEIGHBOURS



It was with great excitement that the Directors of the company announced the plans to move sister company Heathline Commercials onto Bolam Business Park, just less than a mile from where they're currently based.

Heathline Commercials is managed by Engineering Director, Gavin Cape - brother in law to 3rd generation Moody's Caroline and Richard, who are also Directors.

With over 40 years' experience, the business does all of the engineering and mechanical work for Moody's, as well as servicing external customers in and around the North East.

The plans for the purpose-built workshop will give Heathline access to the latest equipment and technology to help drive continued excellent service to customers, and provide a better working environment for staff.

Talking of the move Gavin said, "A new workshop has been on the cards for some time now, with the

opportunity to build on Moody's 7-acres providing the perfect solution for us to be able to dictate the layout of the workshop for a VOSA approved ATF lane and tachograph calibration system.

"We're really excited to move into a tailor made workshop with more space available for staff to work on servicing vehicles, and a separate designated paint shop area for minor body paint repairs."

Heathline Commercials' workshop is due for completion by the end of this year.

Developments of the build will be shared on our social media platforms, so keep a look out!

For any HGV vehicle servicing, repairs, tachograph calibration, MOT preparation etc give our team of experts a call on 01670 712333.

We're looking for qualified HGV Fitters to join the team at this exciting time. Anyone interested please get in touch!

Welcome to *In the Mood*.

What a summer so far! We've had a record breaking heatwave, torrential rain storms, flooding, plus some thunder and lightning thrown in for good measure!

Yet throughout it all we've continued to deliver unwavering award-winning transport services to our customers across the UK.

Aside from our BIG news on this page, our stories cover staff progression, training, marriage and retirement, events and feedback.

Get stuck in to find out more...

In this edition:

- New neighbours for Moody's
- Supporting growth in Europe
- Our new company video
- For the love of trucks
- Hazel's retirement
- Joining the Rat Race
- Alex gets in the driver's seat
- Flexing our services
- Steven gains Class 1 license
- Moody Logistics Cup
- Welcome Angie Dyer
- Brendan weds his Geordie lass
- Moody's score big with Tecaz
- MCR secures major contract
- Customer feedback
- Spotlight on...

SUPPORTING YOUR GROWTH IN EUROPE

We're great advocates of helping any business grow - after all we've watched our own business grow for over 70 years!

Thanks to Pall-Ex Connect, we have access to a European team that can deliver a first-class service to 38 European countries.

OUR NEW COMPANY OVERVIEW VIDEO

We were excited to launch our latest company overview video in April which now includes footage from within our newly painted and deep cleaned warehouse and our cross-deck facility.



At just under 1.5 minutes long it gives a real insight to the business.

FOR THE LOVE OF TRUCKS

A tale of friendship...

For well over 16 years, we've been visited annually by Kees Gras, who lives in the Netherlands and is a truck enthusiast.

We collect all of the commercial vehicle magazines after we've read them over the year, ready for Kees to collect from us in the summer when he visits his family in the UK.

You can find out more by visiting our *International Deliveries* web page on our website.



Alternatively, call us to get a quote today - 01670 710060.

The video was very much a team effort with the coordination of drivers to get action truck shots, and staff using forklift trucks.

Not forgetting our PR agency who sent a talented videographer who then put this all together!

We hope you like it. It's available for viewing on the homepage of our website, or you can visit our You Tube channel where you'll see our other video footage too.

Kees brings the team chocolates as a thank you, and it's always a pleasure to welcome him back!



HAZEL'S RETIREMENT DINNER

Our lovely Personnel Officer, Hazel Darbyshire, who has been with the company for 8 years, retired in June, opting for a stress-free life...



though we're doubtful she'll relax too much with four grandchildren to keep her busy!

To bid Hazel a fond farewell we went to our local Chinese restaurant (her choice!) and all ate our body weight in food as we sampled the 'all you can eat' buffet.

We wish Hazel a long, healthy and happy retirement with her husband Allan.

JOINING FORCES WITH THE RAT RACE

Two drivers set off from our Cramlington depot at the crack of dawn on a fine morning in June, heading for Carlisle in time for the start of the annual Rat Race; a 69mile run that follows in the footsteps of Britain's Roman past, along Hadrian's Wall from Carlisle Castle in Cumbria to Baltic Square in Newcastle-upon-Tyne.

Our trucks helped transport hundreds of participants belonging to the finish line.

Organizers of the event were said to be thrilled with our services on the day and they'll be in touch again next year!



ALEX GETS IN THE DRIVER'S SEAT

Alex Skelton, who joined the team last year as our first "Warehouse to Wheels" apprentice, has passed his HGV theory test and is on target to be on the road soon.

Alex has fully embraced the apprenticeship with us and we look forward to seeing him achieve his aspirations here.

We'll be welcoming a new apprentice in September.





FLEXING OUR SERVICES

There was excitement in the warehouse as we took in delivery of our new flexi-truck, modelled here by Warehouse Team Leader, Liam Johnson.



Our latest piece of kit will boost productivity tenfold, allowing staff easier manoeuvrability of pallets in the narrow racking aisles.

STEVEN GAINS CLASS 1 LICENSE

We're delighted to report that Steven Hansen, who joined us as an HGV Driver Apprentice over 2 years ago and has been employed as a Class 2 driver ever since, has recently passed his Class 1 license.

Congratulations Steven, and welcome to the *artic world!*



L-R: Richard Moody & Steven Hansen

MOODY CUP - RUGBY COMMUNITY DAY

Early in May we welcomed two of Newcastle Thunder's players to Moody's HQ to learn new skills and take up 'driving lessons' in one of our HGV's.

You can watch a video of how they got on by visiting the News & PR section of our website!

To mark the players' visit (and celebrate our ongoing partnership with the club) we named our latest truck to join the fleet, Geordie Thunder.

The visit also formed part of the lead up to Newcastle Thunder's annual grassroots festival; bringing together children from across the region who have a passion for rugby league.

As their corporate sponsor for the last two years, we were invited to co-host the event which saw over 300 youngsters

take part in a range of fun activities and games at the Kingston Park stadium, with some teams competing against each other to win the Moody Cup.

We provided Moody rugby-inspired 'goodie bags' on the day that included branded rugby stress balls along with confectionary and refreshments on the day.

Speaking of the event our MD Caroline said, "The community is very important to us, as is supporting children and celebrating their achievements and enjoyment of sport, which also helps them to keep fit and get more out of life.

"We are proud to be supporters of the Newcastle Thunder and many other deserving clubs and causes in the region and look forward to co-hosting the Moody Cup & Festival again in the future."

WELCOME ANGIE, HR GURU!

In May, Angie Dyer joined the business as HR Coordinator. She spent the first month learning the ropes alongside Hazel before she handed over the reins!

Angie has a strong background in HR, having had her own HR consultancy business and experience working in education.

She's already getting stuck in from reviewing our policies and procedures to sorting recruitment and latest apprenticeship roles.

We're delighted Angie joined us and know that she'll be a great asset to Team Moody!



BRENDAN WEDS LOUISE IN IRELAND

The bank holiday Easter weekend was an extra special one for our driver Brendan Williams, who went back to his Irish roots to marry Geordie lass Louise.

On the west coast of Ireland, in the beautiful surroundings of County Galway, they took their vows at the Galway Bay Hotel.

The newlyweds continued the celebrations by honeymooning in Mexico in June.

Congratulations from Team Moody!



“ Whilst I was on to Nicola, someone here overheard me on the phone to Moody’s and asked me to ask if you could by any chance send a vehicle in tonight to collect a pallet for us. Nicola spoke to the transport manager and confirmed.

Your vehicle was here within 30 minutes – please could you extend our thanks to your team for sorting and accommodating – it was genuinely urgent and very much appreciated.

Simon Fox, NBT Group

TEAM MOODY SCORE BIG WITH TECAZ

Friendly football banter turned into a 5-a-side challenge, as staff from our operations team took on some of the lads at Tecaz; a long-standing customer of ours.

The match took place at Goals in Gosforth with the Moody’s team taking the lead within the first 15 minutes.

After an hour of football fun and the final whistle blew, victory was ours with a decent score of 21-14.

Both teams enjoyed it so much that a rematch is already on the cards at the same venue!

Rhys Common, Logistics Apprentice, is now looking for other customers who may be interested in 5-a-side matches.

So, if you’re reading this and fancy your chances against our winning team, call and ask to speak to Rhys - 01670 710060.



MCR SECURE CONTRACT WITH ARGOS

Following the recent move into larger premises on the Moody’s site, MCR Services is already celebrating having secured a major contract with Argos & Sainsbury’s, which will see the business take full advantage of its 3,700 square foot unit.

The huge contract is a fantastic addition to the business’s clientele, with the team handling projects across the full range of services

from customers including Joie, Olive & Ted Interiors, and Westbridge Furniture.

MD Caroline is delighted with the recent uplift in projects saying, “The new premises provides much greater flexibility which has increased efficiency & productivity, allowing the company to expand its customer base.”

Visit www.mcrservices.co.uk

SPOTLIGHT ON... CHRIS PINK



Your role in the business?
Class 2 Multi-drop Driver

Length of service at Moody’s?
2 months in and loving it!

Customer experience is about...
Delivering excellent services

Top of your “bucket” list?
Visit Thailand and race a truck

Describe yourself in 3 words.
Funny, friendly and bossy!

Your biggest achievement?
Getting my Class 2 license

Item you couldn’t live without?
Definitely my mobile phone!

Your last meal would be....
Has to be a kebab pizza

Name two people you would invite to your dinner party
My Nanna & Grandad,
I miss them a lot!