

# In the Mood Newsletter



Summer 2021

DELIVERING TRUST AND RELIABILITY  
• SINCE 1947 •

## Welcome to *In the Mood*.

There certainly seems to be some pros and cons facing us over the next few months, and we'd like to take this opportunity to wish you all well as we take this next step as a nation.

As always, it's been non-stop here at Bolam Business Park in Cramlington as all three businesses within our group take on new staff to accommodate the increase in demands of our services.

As key workers our routines have been relentless over the last year and in particular these last few months where the increase in volumes has been more than anyone could have foreseen.

Thank you for your business as we continue to serve you and adapt as quickly as we can to the ever-changing circumstances to look after your freight and serve your customers.

*Enjoy reading the latest!*

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## CERY'S EARNS SCHOOL A SPECIAL PRIZE



The literary talents of one young pupil have ensured the name of her school will be known throughout the country.

Eight-year-old Cerys won the truck-themed short story competition we organised with a special prize.

For the youngster's tale of a flying lorry called Harry Styles, which delivered chocolate buttons to key workers, earned Eastlea Primary School the right to have its name emblazoned on the front of one of our brand new Iveco S-Way trucks.

We invited primary schools in the local area to enter the competition to celebrate the arrival of our brand new fuel-efficient trucks - among the first to grace the UK's roads - and to raise awareness of the logistics industry.

Managing director Caroline Moody chose Cerys' winning entry for its imaginative storyline, which highlighted the important role logistics plays in keeping the country supplied, particularly during the pandemic.

Once ready with the Eastlea name on, Caroline, who holds an HGV licence, drove it to the school so Cerys and her classmates could see the artwork for themselves.

Cerys said: "I didn't expect to win, so it was a real surprise. I had a look inside the truck and saw a lot of mirrors and wires. It's very clever!"

Headteacher Emma Beeston said: "Everyone is delighted to have a truck named after our school and it was a real thrill to see the name of Eastlea on the front.

"The children have been so excited to finally see the truck and asked lots of questions about lorries and logistics! The whole thing has captured their imagination."

Caroline Moody said: "We had a fantastic reception from the children, who were very enthusiastic and wanted to know all sorts of details.

"I loved the amount of imagination Cerys put into her winning entry, especially the idea of a flying truck - which would certainly make our lives easier!"

## OUR VERY OWN RHA HEROES

We are delighted that both staff and Moody's as a business have been nominated as this year's RHA Hero - an initiative set up by the Road Haulage Association to celebrate those in the industry who work hard to keep people and products moving, not just when times are hard but every single day of the year.

After contacting our customers to invite them to nominate staff, we were blown away by the response. Thank you to everyone who took time to submit entries.

We wanted to feature a few to recognise our fabulous team members for their hard work and commitment to delivering a first-class service every time.

Every nominee will receive a 'thank you' certificate and the ultimate RHA Hero (judged by a panel of industry experts) will win an experience day of their choice worth £1000.

You can check out all nominees by visiting [www.rhaheroes.co.uk](http://www.rhaheroes.co.uk)



"They [Bev & Brian] go above and beyond every day. They do everything they can to sort out any problems and issues we have. They are brilliant at their job and you should be proud of them."

*Compare the Bathroom*



"The high level of service and attention to detail Liam provides to my customers and to me is not unnoticed and is extremely appreciated."

*Parnell Products*

"Mark provides a first class service to our business and always accommodates last minute requests."

*Contec*



## CAROLINE URGES TRANSPORT SECRETARY TO ACT ON DRIVER SHORTAGE CRISIS



Everyone will have heard the issues in the press surrounding driver shortages across the UK.

As a business, we have done our bit in the grander scheme of the industry with MD Caroline Moody writing to Transport Secretary Grant Shapps asking for urgent action to tackle the huge shortage of qualified HGV drivers, and she's also met with local MP Ian Levy to discuss the issue in more detail.

In our opinion there is not one single issue that has caused this. The immediate impact was down to the fact that many businesses opened at Easter after being closed for a considerable time with re-stocking demand. We saw a record amount of freight moving around the country between April and May where we have 4 weeks of 4-day weeks.

That alongside the fact that there

have been little or no new drivers entering the industry with all testing stopped during lockdown has exasperated the situation.

Some say it was due to Brexit with no European drivers being in the UK but it's also just as likely to have been drivers returning home due to the pandemic too!

Nevertheless, we can say it has been a difficult last few months to recruit and find good quality drivers and a shortage of vehicles to add to the melting pot too! Luckily, we have had 2 brand new Iveco Artic S-Way's delivered earlier this year.

Here at Moody's, we very much like to recruit on attitude and potential rather than looking for experience, and we would like to thank you all for bearing with us while we recruited additional drivers and they were trained and embedded into our working ways to get up to speed.

We now have all positions filled and are very fortunate that we have a foundation of loyal, long serving drivers whom we have a good relationship with, and we value as part of our business success.

## APPRENTICE DOUBLE WHAMMY

This year we've taken on two new driver apprentices, in a bid to bring in new talent to the industry.



Tony applied through the Kickstart Scheme and joined us in May. With delivery driver experience Tony is so enthusiastic about getting stuck in to every aspect of the job.



Joe was selected from hundreds of applicants and left his property management office job in favour of being out on the open road.

We wish them both well as they embark on their quest to become fully qualified HGV drivers. Welcome to #TeamMoody

## ALAN SPRINGS IN TO ACTION TO HELP

**action** Action Foundation @actionFdn · 24 Jun  
A big thank you to all the lovely people who donated unwanted fabric recently including a roll of fabric 40yds long from @DMoodyHaulage! It's being made into face masks for refugees by our amazing volunteers, like Danny + @peablar who've been sewing non-stop since March 2020!



Chairman Alan Moody was more than happy to help Action Foundation, after the Newcastle-based charity approached him for fabric donations.

The roll of material will be used to create face masks for refugees as the pandemic continues.

Alan said, "Supporting local charities is really important to me and something I enjoy doing when I can."



## BEDFORD BEAUT

Work has started on our 1950's Bedford CA van (above) - the exact model that our Chairman Alan drove at just 17 to carry out important collections and deliveries for Blyth Power Station.

It needs a lot of TLC but we're excited to see it finished hopefully later this year.

Follow the restoration on social media! We're on LinkedIn, Twitter and Facebook.

## DADDY, DADDY COOL



On 28th May, Warehouse Operative Dan and his wife Beth, along with proud big sister Eve, welcomed Lily into the world weighing 7lb 10oz

Driver Richard Atkins-Gray and his wife Laura were overjoyed at the safe arrival of their baby boy, Jayden-Jessi born 25th May weighing a healthy 7lb 15oz



## RETIREMENT STORY

In May we said a fond farewell to Dave Story, one of our longest serving driver's, who retired after being with the business for 21 years.



We wish Dave all the best as he now enjoys life in the slow lane!

## RAY SWOPS HIS TAXI FOR A TRUCK



After 12 years as a transport manager and taxi driver for a taxi firm, Ray decided to trade in his taxi licence and pursue a career as a truck driver.

When COVID-19 affected the taxi trade last year, Ray decided that was the perfect time to swap his taxi for something a little bigger.

In his own time, Ray gained his CPC qualification before applying for a driver position at Moody's.

## A KICKSTART FOR BOLAM GROUP

To help encourage young talent into all aspects of the businesses we operate, we have welcomed 4 new staff members through the Government's Kickstart Scheme.

Ben is working in the admin team having joined us after spending 5 months travelling around Europe before the pandemic hit.

Connor has slotted perfectly in to the warehouse team after gaining experience working as a warehouse operative for Burberry's in Blyth.

Tony applied through the Kickstart Scheme, but with experience as an Amazon delivery driver, he's now working towards his Class 2 licence.

Liam joined us after his temporary role with the NHS came to an end, where he dealt with the 111 calls during the height of the pandemic.

We were really impressed with Ray's positivity and passion to succeed.

Our recruitment process is often based on a driver's attitude towards the role, and our rigorous induction and training program provides us with the best of the best!

Since joining us in March, Ray has fast-tracked his way through the process and in April he obtained his Class 2 licence.

He's now a multi-drop driver, driving an 18 tonne truck delivering to customers across the North East.

In July Ray also passed his forklift truck licence giving him the ability to be self-sufficient in loading and offloading his own truck.

We're thrilled to have welcomed Ray into the team - he's a real asset to the business.



L-R: Ben, Connor, Tony, Liam

We have Josh starting later in July to help the MCR Services team. Josh's capabilities in handling and sorting parcels at DHL are ideal for the role.

From all walks of life; its fantastic to see these enthusiastic young lads join the business to gain knowledge and enhance their career path.

We wish them all the very best of luck as they settle in to their roles.

Let's hope it's a 'kickstart' to an exciting future for them all.

# MCR SERVICES TURNS 10 AND MOVES INTO THE RETURNS MARKET

MCR Services is marking its tenth anniversary with a major contract win as it continues to develop its capabilities as a returns centre.

The team is working with HomeOK 365 which provides nationwide domestic security and protection systems.



Matthew and Kaz with HomeOK 365 products

MCR receives any systems that have been returned at the end of an initial free trial period or as a result of customers cancelling the monthly subscription service.

Staff then test and reset each individual component, with missing

parts replaced along with instruction guides.



The system is then repackaged in an 'as-new' condition before being sent out to the next customer.

Matthew Fretwell, production supervisor at MCR Services, said "It's our tenth anniversary and what better way to celebrate than by working with such an innovative company as HomeOK.

"This contract will allow us to develop our expertise as a returns centre, which is an increasingly important part of the market as more people shop online."

A spokesperson for HomeOK added, "MCR Services allows us to meet our commitment to sustainability and reducing waste by restoring any returned units to as-new condition."

[www.mcrservices.co.uk](http://www.mcrservices.co.uk)

## IF YOU BUILD IT, THEY WILL COME

Following in Kevin Costner's foot steps from Field Of Dreams, Gavin Cape - engineering director at Heathline Commercials - is reaping the rewards since the company invested £500k to build a state-of-the-art workshop on Bolam Business Park, next door to Moody Logistics.

At the time of leaving the rented workshop, Gavin had 6 members of staff and an excellent reputation for services including tachograph calibration and truck repairs.

Since June 2020, when local MP Ian Levy officially opened the purpose built workshop, the business has gone from strength to strength.

With facilities including two modern inspection pits and a dedicated paint bay, the company's work has hugely increased in recent months.

So much so, that over the course of the last year Heathline's workforce has doubled!

To keep up with demands, the business has taken on three additional HGV Technicians, and is

looking to recruit its seventh!

Speaking of Heathline's growing success, Gavin said, "When we built the workshop last year, we planned for an uplift in bookings, but it's actually gone better than expected.



"The team are phenomenal. Their combined experience gives us such a strong presence in the North East for truck repair services.

"I'm over the moon with the feedback from customers since we've moved. It's definitely been worth the blood, sweat and tears!"

[www.truckservice.co.uk](http://www.truckservice.co.uk)

## A ONE-STOP-SERVICE FOR GASTROBACK



Moody's and MCR Services have been working with premium kitchen appliance brand Gastroback since its UK launch last summer.

Gastroback selected us because of our reputation and ability to offer reworking, storage, and transportation services all on one site.

Marcus Lux has been impressed with the service saying "Moody Logistics and MCR Services have been able to support our UK growth ambitions and I believe this will develop into a long-term relationship."

## SPOTLIGHT ON... CRAIG SUMMERS



**Role:**

*Apprentice HGV Technician*

**Length of service?**

*Only 3 weeks!*

**Top of your bucket list?**

*To make enough money to live on an exotic island somewhere*

**Describe yourself in 3 words:**

*Easy-going, bald, poor!*

**What motivates you?**

*Money*

**Item you couldn't live without?**

*Sofa and tele combo*

**Your last meal would be...**

*Has to be a big greasy burger with plenty of sauce on*

**Who would you trade lives with for one day and why?**

*Easy—my girlfriend. So I could see what she's moaning about! :)*