

# In the Mood Newsletter



Autumn 2021

DELIVERING TRUST AND RELIABILITY  
• SINCE 1947 •

## Welcome to *In the Mood*.

Currently, almost every business across all industries have their issues and challenges as we all navigate our businesses through supply chain issues and staffing.

As you will know our industry has been frontpage headlines lately. In some ways we are pleased that at last the importance of the transport industry has been recognised but never the less we have many challenges to address.

Fortunately at Moody's we are holding up better than most. We always strive to employ good people with the right attitude to work together as a team and who enjoy serving our customers.

We'd like to thank staff who continue to stay loyal and work together with us, and hope you too will show your appreciation to drivers and all our staff who are working in a very challenging environment at the moment.

We are doing our best to limit the impact it has on you and your business as much as we can.

*Enjoy reading the latest! Caroline*

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## CAROLINE WINS INDUSTRY ACCOLADE



Pictured L-R: Alistair Vallance, founding editor of Transport-News, Andy Salter, head of DVV Media International Ltd, Caroline Moody and Northern Rewards presenter Harry Gratton.

We were delighted to report that, at the Transport News Northern Rewards 2021 event in Harrogate, our MD Caroline Moody was announced as *Northern Transport Woman of the Year*.

As one of 15 category trophies, Caroline was judged to be the best in her field and collected her award at the inaugural Transport News Northern Rewards Presentation Breakfast, which was held on Friday 1st October.

## BRACE YOUR ELVES... CHRISTMAS INFO!

As Christmas fast approaches we want to thank you all for your business this past year, but also let you know we are gearing up for our usual busy period as customers look to get deliveries in before the new year.



The ceremony coincided with the long-standing Tip-Ex Tank-Ex UK Truck Show in Harrogate, at which we used to exhibit back in the late 70's early 80's when we operated and sold Fiat and Iveco trucks!

So, it was fitting that after the award ceremony Caroline, along with her husband Philip, dad (and our Chairman) Alan, and mum Kathleen spent the rest of their day visiting the show to reminisce and see tippers both old and new.

From 24th - 31st December we will be operating a skeleton staff, so it would be helpful if you can let us know in advance of any transport requirements between Christmas and the new year.

To get more details you can visit our Christmas hours webpage: [www.moodylogistics.co.uk/christmashours](http://www.moodylogistics.co.uk/christmashours)

# NEW DRIVERS FOLLOWING SUCCESSFUL IN-HOUSE APPRENTICE SCHEME

Moody Logistics and Storage is funding its own HGV driver apprenticeships to overcome delays that are hampering the government-backed scheme.

We have already successfully recruited two driver apprentices who have gone through their Driver Level 2 training with Tyneside Training Services.

Former delivery driver Tony Hunter, 24, joined us in May, while Joe Chan, also 24, started in June. Both of them have been perfect candidates who took their tests in September and October respectively, and passed with flying colours.

Managing director Caroline took the decision to organise and fund the company's own driver scheme after she was advised that reviews underway as part of the government's 2021 Apprenticeship Reform Programme were causing hold ups.

She said: "As a logistics business, we can't afford any delays in training the next generation of HGV drivers, so we took matters into our own hands.

"We have already recruited two driver apprentices and have funded all their training and HGV

tests, having created a rigorous induction and mentoring programme that puts safety first.

"This approach means our own driver apprentices can gain their Level 2 licence within six months instead of the minimum 12 months under the government's current scheme."

Tony, from Dudley applied through the government's Kickstart scheme but was switched to Moody's own driver apprentice scheme due to his previous experience as a delivery driver.

Meanwhile Joe, from Morpeth, who previously worked in property management, wanted to leave his desk behind for a life on the open road.



L-R: Joe Chan and Tony Hunter

The triumph means we're already recruiting for our third apprentice under our new in-house scheme!

# HEATHLINE COMMERCIALS' EXTEND BUSINESS HOURS WITH NEW STRUCTURE

As Heathline Commercials continues to see an increase in demand for its services, the business has introduced new working patterns and roles in order to extend business hours and better serve its customers.

The workshop team now operate on a rotating shift which sees the business open from 6am til 8pm Monday to Friday, and 6am til midday on Saturday.

The new shifts not only help to keep the business running more

efficiently, it gives the team an improved work/life balance.

Speaking of the recent change, Engineering Director Gavin said, "It's been on the agenda for some time, and now that we've implemented the shifts it's working extremely well for us.

The whole team have embraced the changes and we are busier than ever. It's fantastic."



Gavin Cape



# A REALLY 'ENGINE-IOUS' TEAM



Over a year ago Mr Woodell's old camper van broke down just hours after he'd purchased it.

Heathline Commercials came to the rescue, but then had the subsequent challenge of rebuilding the vintage van's engine from scratch - no mean feat due to its age and difficulty sourcing parts!

The team worked tirelessly to get it back on the road, and were delighted to see Mr Woodell come to collect his camper van, driving it away with a smile and a big thumbs up.



# HEATHLINE'S THREE WISE MEN

Craig Dixon, who joined Heathline Commercials as an HGV Fitter back in February has moved into the newly created Workshop Controller role.

As part of the shake up in extended business hours to accommodate all incoming work, Craig will manage the prioritisation of projects as well as review best practice of business processes.

Craig has already made some improvements and is looking to further develop the business sales and IT strategy.



L-R: Paul Woodall, Craig Dixon & Ritchie Dods

In addition, Paul Woodall and Ritchie Dods have stepped into the role of Lead Technician on each shift.

Both Paul and Ritchie have a wealth of experience to lead the workshop team.

We're confident these changes will be a positive step towards an even more efficient workshop.



## A PURRFECT TALE

It was a kitten's lucky day when it came into Moody's depot and was found lurking around the fuel tank. Animal lover Paul, Compliance and Operations Manager, was given the job of trying to remove the kitten and get it to safety.



Months later (after vet checks) the kitten, now named Sox, is still living with Paul and his wife Amanda along with their dog Zak, who is happily tolerating the latest addition!

Paul said, "She's a mischievous little thing, but she's become part of the family now."

## WELCOME TO THE TEAM ANDREA



In August Andrea Ranyard joined the team as PA to the Directors & HR Coordinator.

With an extensive background in similar roles, Andrea's experience made her the perfect addition to the team.

Andrea has already got stuck in to her role, helping the Directors and coordinating HR.

We wish her all the best as she finds her feet and gets to know everyone in all 3 businesses.

## THE MOODY CUP: GRASSROOTS FESTIVAL

In partnership with Newcastle Thunder - and as part of our sponsorship with the rugby league club - this year's Moody Cup was one of the club's biggest ever grassroots festivals which saw 650 players taking part from as far afield as Cheshire, Cumbria and Yorkshire.

The Moody Cup has been a key part of the club's community activity since 2017, welcoming kids as young as 8 who have a love of rugby and giving them the chance to play games at the home of Newcastle Thunder.

Moody's arranged for the 'Geordie Thunder' truck to be there, along with our beloved vintage Bedford truck, Peggy.

Newcastle Thunder's general manager Jordan Robinson said, "Every year the partnership becomes stronger. Moody's are all about giving back to the community so The Moody Cup was a great addition which keeps growing every year."

*We're delighted to report that we have just signed the agreement to be Thunder's official sponsor for next season—GO THUNDER!*



## MCR OPEN FOR PRE-CHRISTMAS REWORK

Dare we even utter the word... Christmas.

As much as we're all still clinging on to our summer holiday dreams, like it or not, Christmas is just around the corner, and like many other businesses, MCR Services' diary is getting booked up with demands for its repackaging and co-packing services.

But there's still time if you need our help—as a reminder MCR Services can operate as an extension of your business, providing invaluable professional quality inspection and reworks services.

We can isolate, segregate, sort and re-collate a product, then repackage it ready for sale.

We are extremely experienced in all aspects of rework including damage repairs, mould and stain removal, sewing repairs, re-labelling, heat shrink wrapping, packaging replacement and repacking.

Call us on 01670 700690.



# THE 'FORS' IS STRONG WITH MOODY'S

Before Christmas last year we were thrilled to achieve FORS accreditation, which helped with subsequent contracts with large organisations including Grundfos.

In the months leading up to it, staff continued to uphold all processes and procedures to support our FORS Bronze accreditation - a voluntary accreditation scheme for fleet operators to demonstrate exemplary levels of best practice in safety, efficiency, and environmental protection.

The certification has already supported our growth through major contract wins over the last year, and is a fundamental part of the way we all work every day, from the admin team right through to the drivers themselves.

This month our Operations and Compliance Manager Paul Johnson spent a lot of time

working closely with the FORS auditors to ensure our high levels of service and structure remained strong.



We were delighted when the news broke that we had retained our status as a FORS Bronze operator for another year.

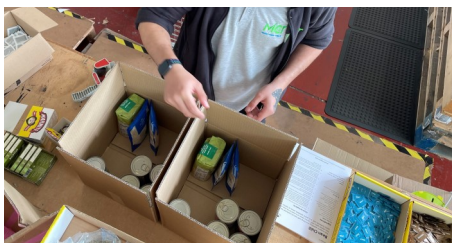
Paul said, "It's a great accomplishment for the company to be able to once again achieve FORS accreditation.

Since gaining FORS accreditation back in 2020, it has supported business growth and helped build our reputation in our industry, opening up new opportunities for us in the North East."

# MCR HELP DELIVER 100,000<sup>TH</sup> FOOD BOX

The meal box scheme that puts meals on the tables of people who use food banks reached a major milestone at the end of September.

MCR Services has been working with The Vegetarian Society since March this year to help keep food on the tables of North East families in need of the support, and have now successfully delivered the 100,000th meal box to a food bank in the heart of Newcastle.



Taking in deliveries of ingredients in bulk, the team at MCR Services have sorted, packed and labelled the meal boxes which contain the recipes and ingredients for two hearty vegan friendly meals - a tomato & green lentil ragu, and a bean chilli - enough for 8 servings.

Matthew Fretwell, production supervisor at MCR Services said, "I'm really proud of the team who have worked so hard to keep the fulfilment and deliveries of the food boxes consistent over the last 7 months."

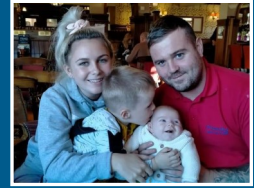


Karen Brown, production team leader at MCR Services has thoroughly enjoyed the project, adding "This has been my favourite job to work on at MCR. I've loved the hands-on creation of the meal boxes, but also being part of something special to help the community."



# JOE'S BABY JOY

In September one of our newest driver's Joe Bainbridge and his partner Amy welcomed a baby boy, Harry, to the family who is adored by his big brother Callum.



# SUPPORTING MOUNTAIN RESCUE

Like many other charities, the pandemic had a huge affect on funding activities for the North of Tyne Mountain Rescue Team.

One of it's volunteers, Mark Silmon, who's company (WO Silmon Ltd) is a supplier of Moody's, asked us if we could help in any way.

Chairman Alan Moody has always championed the work they do and therefore pledged £1000 in a bid to help in the charity's ongoing work.



# SPOTLIGHT ON... JOE BAINBRIDGE



### Role:

*Class 2 multi-drop driver*

### Length of service?

*3 months*

### Top of your bucket list?

*To swim with sharks*

### Describe yourself in 3 words:

*Happy, passionate, hardworking*

### What motivates you?

*Making money for my family to do nice things*

### Item you couldn't live without?

*My phone*

### Your last meal would be...

*Full English breakfast*

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

*Dwayne Johnson (The Rock) to see how he works hard and do his workout routine!*