

In the Mood Newsletter

Winter edition 2019



DELIVERING TRUST AND RELIABILITY
• SINCE 1947 •

WE ARE NOW A SHAREHOLDER OF PALL-EX



The end of October was a very exciting time in our pallet network as Moody's became one of a group of members to have acquired Pall-Ex UK, taking over the reins after 23 years from founder and Dragon's Den star Hilary Devey CBE.

The management team at Pall-Ex have also committed to shares within the company with share ownership being made available to the entire UK membership and its international partners.

Caroline Moody said: "We are delighted to be part of the network's membership which has bought this award-winning and innovative business.

"It is a vote of confidence, not only in Moody Logistics' future ambitions, but in the UK haulage industry to grow Pall-Ex across the UK and Europe."

Pall-Ex employs 400 people

directly in the UK and supports a further 8,000 jobs, so it's a major success story for independent haulage companies up and down the country.

Caroline continued, "Pall-Ex provides independent hauliers the ability to build their business across the UK, and internationally, so when the opportunity came for Moody Logistics to acquire shares, we were definitely 'in' on this fantastic deal."

Hilary Devey, who started Pall-Ex in 1996, is stepping away from the day-to-day running of the business after almost twenty-five years but she will continue to work with the new owners in an ambassador role to help develop international services and European partner development.

We'll keep you informed of any exciting developments from the hub over the coming months!

Welcome to *In the Mood*.

Wintertime is upon us - the last leaves on the trees are clinging on for dear life, and we've all cranked up the thermostat as Jack Frost starts to make an appearance.

As always, Moody Logistics and its sister companies have been *pedal to the metal* over the last few months, from an exciting business acquisition and new builds, to helping the homeless and staff expansion, it's all here.

So dig in to find out more, GO!

In this edition:

- Pall-Ex bought by members
- Heathline's new workshop
- Alex completes apprenticeship
- Mark passes IoSCM course
- Double victory for Paul
- Rising to the delivery challenge
- A good deed with Virgin Trains
- New lighting in warehouse
- We absolutely rocked 'Love the Lorry' week
- MCR Services increase staff
- Our expanding fleet
- Top secret telly stuff!
- Our Christmas opening hours
- Help us plan your transport over Christmas
- Spotlight on...

HEATHLINE'S NEW WORKSHOP PROGRESS

Since our last newsletter revealed the news of Heathline's purpose-built workshop on Bolam Business Park there's certainly been significant progress.

We've watched as the foundations were laid, steel girders erected, roof put on, and more recently the cladding has been added and the pits have arrived.

We're hopeful of moving the team across early in January.

The £500k investment will give the team at Heathline a 6000 sq ft state-of-the-art workshop with

features including an Authorised Testing Facility (ATF), which will allow the company to undertake MoT testing on HGVs, trailers and public service vehicles once it has secured the necessary Driver and Vehicle Standards Agency (DVSA) approvals.

Two modern workshop inspection pits will be created capable of accommodating a wide range of vehicles from HGVs and coaches to vans. The workshop will also have a dedicated paint bay.



ALEX SHIFTS UP A GEAR AT MOODY'S



We were thrilled for Alex Skelton, our Warehouse to Wheels apprentice, who gained his HGV Class 2 license.

Alex completed his training with Tyneside Training Services Ltd, where he passed his theory test and achieved a Certificate of Professional Competence earlier this year.

Our Operations Director Richard Moody commented, "Alex has, through his hard work in the warehouse, gained a much more in depth knowledge of the logistics business.

"He has displayed an excellent attitude throughout and was such a success that we have decided to recruit another driver apprentice."

MARK PASSES WITH FLYING COLOURS

Mark Fisher who's been with Moody's for 6 years and is a driver turned Transport Logistics Planner, has just recently passed his Level 5 certificate in Supply Chain and Operations Management.

Fully funded by Moody Logistics, Mark has been studying towards the qualification through the Institution of Supply Chain Management in his own time across a two year period, after starting his transport planner role independently just over a year ago.

Mark said, "I was really keen to expand on my opportunities in the business and believe this qualification has massively improved the way I approach my everyday role."



DOUBLE VICTORY FOR DRIVER PAUL TWEDDLE

Paul volunteered to help Newcastle Thunder create an exciting short video to reveal a new signing.

The rugby league team, who we are sponsoring for the 2nd year running, featured Paul and a Moody's truck dropping off a 'wild animal' to the grounds.



You can find the video on YouTube by searching 'Newcastle Thunder special delivery'.

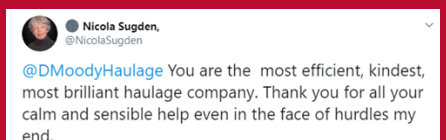
Paul then went on to pass his HGV Class 2 licence in October, meaning he's traded his 7.5T truck for an 18T and has changed his delivery route.

Over the moon with his achievement Paul said, "I'm loving driving the bigger truck and having a change of scenery. I can't believe I didn't do my test sooner."

OUR TEAM RISE TO THE DELIVERY CHALLENGE

Even in the most challenging of circumstances, our operations team are committed to completing a delivery on time.

We recently received this lovely feedback from a customer who thoroughly appreciated our efforts in contacting her (despite her mobile connectivity issues!) to ensure she got her pallet of compost to her allotment.





A GOOD DEED DONE

We were thrilled to have been "a cog in the wheel" to make sure this initiative from Virgin Trains was fulfilled.

Virgin Trains had the lovely idea to recycle old uniforms to make items for the homeless (both animals and humans) in the lead up to Winter.



The goods were transported through our pallet network, Pall-Ex. Therefore our mission was to ensure that the old uniforms reached their destination in Northumberland ready for their transformation.

LET THERE BE LIGHT!

As the business evolves we continually invest in the latest equipment, which even includes our lighting!

We have just installed LED lighting for the warehouse after reconfiguring our racking system.

The new lighting is not only environmentally friendly, it will improve the team in the warehouse's facility for maneuvering pallets.

LEADERS IN LOVE THE LORRY WEEK

'Love the Lorry' is the theme of National Lorry Week, an annual awareness campaign started by the Road Haulage Association.

Designed to demonstrate to the public the vital role that lorries and road transport of freight plays in the economy, Moody's most certainly wanted to get involved to raise awareness.

The campaign was in September, with the majority of interaction taking place on Twitter using the hashtag #LoveTheLorry.

With the help of staff from across the business (pictured above) - from accounts & sales, to drivers & warehouse - we managed to create videos and photographs to celebrate why we all love working in the transport industry.

We even made it into the Road Haulage Association's October magazine in support of our social media antics!

DID YOU KNOW THAT...

98% of all goods consumed in the UK are moved by road.

The transport industry is worth £124bn to the UK economy and is the 5th largest employer in the UK.



MCR SERVICES TAKE ON MORE STAFF

With the recent move to larger premises, the team at MCR has expanded to accommodate some big projects with pre-Christmas deadlines.

The projects include the replacement back covers of some 60,000 photo frames and quality inspection of TV cabinets.

Matthew Fretwell, Production Manager said, "It's been great welcoming new staff to the team and have more hands on deck for the large-scale projects.

"Everyone has settled in to the role well and have worked efficiently to help the business achieve the deadlines on the various projects.

"I'm hopeful that we'll see an increase in this kind of work now that we have space to work on multiple projects for clients."

One of the team's more recent rework and packaging jobs was for local brewery, Double Maxim.

The brewery needed help salvaging bottled ale from damaged pallets before having them re-shrink wrapped and packed onto pallets.

WE'RE EXPANDING OUR FLEET... AGAIN

Our night trunk vehicles that travel to the Northern & Southern Pall-Ex hubs rack up quite substantial mileage (as you can imagine!)

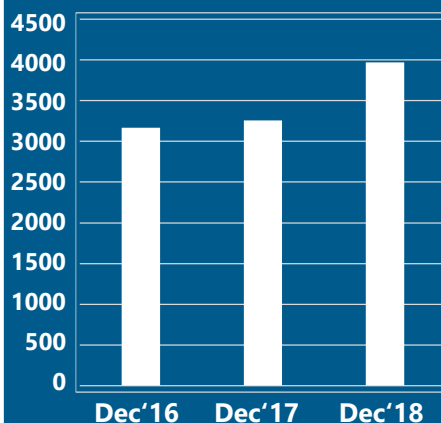
We've just recently purchased a brand new artic truck which has already been 'Moody-fied' and begun its daily venture to the Leicester hub.

Reliable, powerful, bold and travelling through the night... **Geordie Knight** was released onto the open road in November,

We also just welcomed **Geordie Quays** into the dedicated fleet, an 18 tonne truck to improve our NE deliveries as it takes on the North Shields area, hence it's name!



We're expecting to handle over 4000 pallets in December, so please help us in advance with your transport requirements over Christmas time.



TOP SECRET. WE'RE GONNA BE ON TELLY!



company's research into North East transport companies brought them our way - a triumph in itself!

We're thrilled to be a part of the documentary-style series, although the main star of the show will be our long-serving night trunk driver Dave Blench.

More will be revealed early 2020, but what we can say at the moment is that Moody's will feature in a programme to be aired on one of the main TV channels.

Filming took place on a frosty evening in November as the film crew followed Dave on his night shift from Moody's depot to the Pall-Ex hub in Leicester.

We were contacted early in November after the production

We're so excited to tell you more when we can!

SPOTLIGHT ON... LISA CHAPPELL



Your role in the business?

Heathline Commercials Office Manager / PA to Director, Gavin

Length of service at Heathline?

Over 5 years

Customer experience is about...

Keeping the customer happy and delivering a first class service. Communication is key!

Top of your "bucket" list?

To have Michael Bublé sing to me in person

Describe yourself in 3 words.

Happy. Organised. Funny.

Your biggest achievement?

Abseiling down the Vermont Hotel

Item you couldn't live without?

My children - they're my world

Your last meal would be....

Steak

Name two people you would invite to your dinner party

Elton John and Pink

CHRISTMAS OPENING HOURS

DATE	OPERATIONS	ADMIN
24th Dec	8am - 3pm	Closed
27th Dec	8am - 4pm	Closed
30th Dec	8am - 4pm	Closed
31st Dec	8am - 4pm	Closed
2nd Jan	Normal hours resume	

Wishing you all a very Merry Christmas!

PLEASE VISIT
MOODYLOGISTICS.CO.UK/CHRISTMASHOURS
 FOR FURTHER DETAILS OF OUR
 TRANSPORT SERVICES OVER THE
 CHRISTMAS PERIOD