

In the Mood Newsletter



Spring / Summer 2020

DELIVERING TRUST AND RELIABILITY
• SINCE 1947 •

Welcome to *In the Mood*.

Christmas seems like a lifetime ago as we find ourselves deep in world of uncertainty during COVID-19.

May we take this opportunity to thank people for their words of encouragement and support as we continue to help drive the logistics industry forward.

We trust you're all staying safe and following government guidelines, as we fight our way through this pandemic to see brighter times.

We hope you enjoy the read, there's certainly never a dull day at Bolam Business Park!

SUPPORTING BUSINESSES THROUGH CHALLENGING TIMES



We have been providing collection and delivery services of critical medical supplies

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- Our FORS accreditation plans
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While the coronavirus outbreak has brought with it much tragedy, it has also brought people and communities together, from the Thursday night clapping ritual for the NHS to the beautiful rainbows decorating windows across the country to lift everyone's spirits!

Here at Moody's we've also been staying positive, remaining operational as one of the designated 'key worker' industries.

In a huge effort to keep the supply chain moving efficiently, all 8 major pallet networks joined forces under the guidance of the Association of Pallet Networks (APN) bringing 700 logistics businesses together with a combined fleet of 23,500 vehicles at the government's disposal.

Since then, we've been honouring our services to those customers who are still open, but also taking on additional work delivering critical medical supplies to the Nightingale Hospitals up and

down the country, and helping restock supermarket shelves.

We've been proactive with staff safety ensuring those on the frontline, particularly drivers, have had the necessary PPE, with face shields kindly provided to us courtesy of Bedlington Academy.

It's been refreshing to see that our hard work hasn't gone unnoticed either, with PR and invitations of TV and social media interviews highlighting our dedication to helping the nation survive this pandemic. Our drivers have been absolutely overwhelmed with the public's support and gratitude.

Similarly, we've been applauding our industry and #HaulageHeroes on social media - the absolute legends who have, despite the risks, come into work to crack on without fuss and get the job done.

We appreciate everyone's efforts and we're truly grateful for our staff, Team Moody - the lifeblood of our business.

HEATHLINE COMMERCIALS OPENS NEW WORKSHOP AMID COVID-19 LOCKDOWN

Our sister company Heathline Commercials Limited has opened its new £500,000 service and repair centre to ensure commercial vehicles remain on the road during the COVID-19 emergency.

We had intended to hold a grand official opening of our 6,000 sq ft workshop to mark the occasion but due to the social distancing measures, it opened its doors without fanfare and simply got down to work!

Our 9 employees manage all servicing and repairs for individual owner drivers right up to medium-sized commercial fleets.

The importance of Heathline's opening was reinforced by a letter from the Department of Transport stating its work was essential to keep the logistics sector running.

We specialise in the servicing of commercial vehicles, MOT preparation and inspections to DVSA standard, and we're also one of the North East's leading centres for tachograph repairs and calibration. Our customers travel many miles to see our experts!

The new building has significantly improved facilities for staff and the range of services we can provide. We've had an Authorised Testing Facility (ATF) installed in anticipation of future plans to become an MOT test centre.

There is also a dedicated paint bay, together with two modern workshop inspection pits capable of accommodating a wide range of vehicles.

We also offer breakdown services and minor body repairs, and carry an extensive range of spares for all makes of truck, trailer, bus, van and horsebox.



Gavin Cape and Caroline Moody in Heathline Commercials' state-of-the-art workshop at Bolam Business Park.

Engineering director Gavin Cape said: "We were all looking forward to officially opening this modern building and showing it off to our many customers, but delays meant the completion date ended up coinciding with the coronavirus lockdown.

"We look after a number of businesses running commercial vehicles, so we needed to open to ensure these essential vehicles remain on the road.

"Our staff are following safe working practices and our customers know we are open, and business is growing."

heathlinetruckrepair.co.uk
01670 712333

PLANS TO EXCEED THE INDUSTRY STANDARD

As part of our ambitious strategy to improve business growth, we've set our sights on working towards the Fleet Operator Recognition Scheme (FORS); a voluntary accreditation scheme that will demonstrate our exemplary levels of best practice in safety, efficiency, and environmental protection.

Operations Manager Paul Johnson has already been working on streamlining processes and policies in line with requirements.



Speaking of the work he said, "FORS accreditation is our first step in re-assessing our policies and procedures to ensure we maintain a compliant fleet.

"It's really great to see the interest and co-operation of all staff during the process.

"Unfortunately the current situation has delayed our audit but once everything is back to normal we will be pushing for an audit date for bronze accreditation and hopefully silver very quickly after, giving us the edge when tendering for new contracts."

DRIVER DAVE BROWN EXCEEDS EXPECTATIONS

Our team of drivers always approach deliveries with the utmost care and attention... that's why we're an award-winning company in that department!

It's always fantastic to receive direct positive feedback though on a job well done.

Thanks to Paul Keel who took time to pick up the phone in February to tell us that driver Dave Brown had gone "above and beyond the call of duty" to help the elderly gentleman with his home delivery of a fridge freezer.





MYNEXUS TRIUMPH AT AWARDS EVENING

Global Freight Awards
Lloyd's Loading List | 2019

Winner

Service Innovation Award

PALLEX

As a shareholder member of the Pall-Ex pallet network, it was really encouraging to see that the logistics giant picked up the accolade for Service Innovation at the Global Freight Awards, beating industry leaders such as Maersk and ShipChain to the award.

Pall-Ex was awarded the trophy for its MyNexus IT software which was developed in-house to provide full visibility and tracking on all palletised freight travelling through the network.

The cloud-based system was part of a six-figure investment created with input from Pall-Ex's network members and customers to ensure it was designed with usability in mind.

We're delighted to be able to offer our customers the best freight tracking software on the market today!

Pall-Ex Group CEO Kevin Buchanan said, "More exciting times are on the horizon for everyone in the Pall-Ex network as we continue our culture of working together, winning together."

Visit moodylogistics.co.uk to find out more about MyNexus

RECOGNISING AND REWARDING STAFF

The evening of Friday 20th December saw our three sister companies (Moody Logistics, Heathline Commercials and MCR Services) come together to celebrate as staff were recognised for their outstanding performance and contributions to the businesses in 2019.

Our hugely anticipated Driver of the Year award, voted for by fellow drivers along with meeting other criteria was picked up by Paul Tweddell who was both surprised and delighted.



Another BIG winner on the night included Paul Woodall from Heathline who scooped the newly created Employee of the Year award.

There were 4 special long service awards as we applauded Colin Dixon (Heathline), Graham Jones & Dave Blench (Moody's) for 25 years service, and Moody's driver Dave Story for his 20 years service.

Staff also celebrated winning awards for 100% attendance, and drivers with nil tacho errors and being accident free in 2019.

REECE SLATTER... YOU'RE HIRED!

Reece Slatter was selected out of 150 applicants for the Warehouse to Wheels apprenticeship which we're using to great effect to address the nationwide shortage of qualified lorry drivers.

The 24-year-old joined our family run business at the beginning of January, the same week that fellow Warehouse to Wheels apprentice Alex Skelton passed his Class 1 test.



New apprentice Reece Slatter outside the truck with Alex Skelton

Reece passed his forklift licence in early February, allowing him to fully assist the warehouse team as he begins to work towards his driver qualifications.

Reece said: "The scheme is a huge opportunity for me, as it's not just a job but a career. I was pleased to be selected from so many applicants.

"It was amazing to join the company in time to see the previous driver apprentice Alex pass his HGV Class 1 and demonstrates that it delivers the right results."

Richard Moody commented, "Reece stood out as an applicant because of his previous experience of multi-drop driving and his ability to deal with customers."

TRANSPORT, STORAGE AND REWORK... ALL UNDER ONE ROOF!

Our sister company MCR Services has continued to grow its client base in recent months, with Dutch company Ecor Pro as one of the latest businesses to partner with MCR and take advantage of its efficient rework services.

MCR Services kicked off an ongoing project to help the company replace European plugs with UK 13 amp plugs on heaters and dehumidifiers, followed by PAT testing to guarantee safety.

The beauty of this relationship for

Ecor Pro is that they are also able to take full advantage of Moody Logistics' warehouse facility for storing, picking and packing the products ready for distribution through our transport services across the UK and Europe.

A reliable, hassle-free rework cycle at it's best!

Could you be making better use of all our services?

Give us a call to talk us through your requirements 01670 710060.



Rework services for plug replacement, PAT testing, re-packaged and palletised ready for distribution via the Pall-Ex network

SATISFACTION SURVEY SUCCESS!

As an ambitious company that constantly looks at ways to make improvements, from processing invoices to delivery procedures, we emailed our customers in December encouraging them to give us honest feedback on the service levels we provide.

As a 'thank you' all respondents were automatically entered into a prize draw to win a deluxe M&S hamper ready for Christmas!

We were overwhelmed with the response and have been thrilled with the results which we wanted to share.

100% of respondents rated us 'excellent' when asked how efficiently we deal with their telephone and email enquiries.

97% of our customers are more than happy with our accounts and invoicing processes.

96% of our customers rate their overall experience with Moody Logistics as excellent.

Customers were also kind enough to provide us with some amazing testimonials which we proudly have on our website, but here are just a couple:

"The drivers are always helpful & very friendly, fantastic service."

K Taylor, Ainbay

"Reliable, efficient no hassle experience everytime"

Peter Jokelson, NPS Group



Catherine Porteous from Compare The Bathroom was our lucky winner, who received the

M&S hamper hand delivered by MD Caroline Moody. Congratulations!

MCR LOANS SEWING MACHINES TO NHS

Having heard the news of an NHS factory opening in Cramlington dedicated to producing PPE during the COVID-19 crisis, our Chairman Alan Moody was kind enough to make some calls and arrange for two underutilised sewing machines from MCR Services to be delivered to the premises - on loan to help the team manufacture medical gowns for our NHS heroes in hospitals up & down the country.



Matthew Fretwell loads the sewing machines onto our truck for delivery

SPOTLIGHT ON... DAVE BLENCH



Did everyone see our night trunk driver Dave Blench make his TV debut appearance on BBC One?

Dave kindly agreed for a TV production company to follow him during his nightshift which sees him travel down to the Pall-Ex hub in Leicester and back.

It's something he has done for Moody Logistics for over 25 years!

The programme, Nightforce, was aired on BBC One, with Dave and Moody's featuring in episode 5 on Friday 10th April.

It was great for people to see the hard work that goes in to moving freight around the country for next day deliveries - and all while most of us are sleeping!

If you missed it, you can catch up on BBC iPlayer, it's worth a watch.