

# In the Mood Newsletter



Spring edition

April 2019

DELIVERING TRUST AND RELIABILITY  
• SINCE 1947 •

## MOODY'S WINS EXCELLENCE IN DELIVERY



L-R: Paul Johnson, Kevin Lewis (Staples), Nicola Darling, Caroline Moody, Richard Moody, Jo Edwards (Staples)

In January 2019, we attended the Pall-Ex annual national members meeting and awards ceremony at the De Vere East Midlands Conference Centre.

It was exciting to hear about future developments at Pall-Ex, a pallet network that is already No.1 for quality.

We were absolutely thrilled to be one of the winning depots on the night, picking up the Award for Delivery Excellence in 2018 from Staples, which is one of Pall-Ex's biggest customers.

Winning the award not only bears testament to our fabulous team and work ethic but reinforces our company strapline for delivering trust and reliability for over 70 years.

Kevin Lewis, Supply Chain Director UK & Ireland at Staples Solutions, said: "Staples were keen to not pick a depot that did one great thing. But to recognise a depot

that does great things consistently.

"Furthermore, we wanted to take into account improvement. We were keen not just to select "the best" from a pure, cold statistical standpoint. This is because we value improvement as much as we do absolute performance.

"It is not what you do but how you do it that makes the difference for our customers."

Accepting the award our Operations Director Richard Moody added, "As a business we always put the customer's needs first and aim to deliver a memorable service, so to be recognised by a global brand like Staples as the best delivery service in the UK is a fantastic achievement, and it really elevates our profile as one of the key members of the Pall-Ex network."

*If you're looking for an award-winning delivery service, get in touch - 01670 710060.*

### Welcome to *In the Mood*.

Hoorah! Spring time is here and we're excited about warmer sunny days and hanging up our winter woolies, fingers crossed.

It comes as no surprise that yet again we have so much to talk about - our 'award-winning' business never slows down!

So hold tight as we guide you through the latest.

Don't forget we're on Facebook, Twitter and LinkedIn too, where we talk candidly about life in transport and logistics.

### In this edition:

- Moody's Award win
- Website refresh for Moody's
- MCR Services leads with Quality
- Double sponsorship success
- A dishy delivery down South
- Rack 'n' Roll
- Recognising & rewarding staff
- Backing Refill On The Road
- Revolutionary MyNexus live!
- A new "Hardy" on the block
- Peggy makes front page news
- Supporting our local heritage
- Incredible 2018 statistics
- Spotlight On...

## WEBSITE REFRESH FOR MOODY'S

After around 12 years, we made the bold decision to give the Moody's website a face-lift.

We wanted to improve our brand representation with bright, fresh, modern web pages and introduce some thought-provoking imagery.

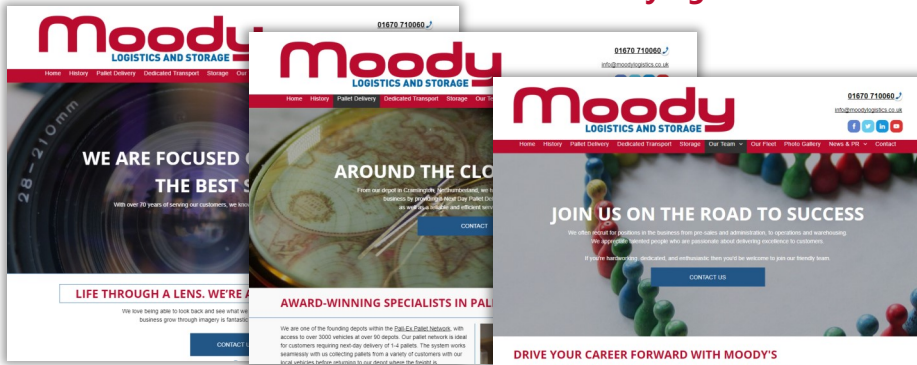
The new website went live early in December and has already received positive feedback from

staff and customers.

We've introduced new sections including Careers and Newsletters, and updated informative content along with frequent News & PR updates.

Have a look about and let us know what you think—we're open to ideas for improvement.

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

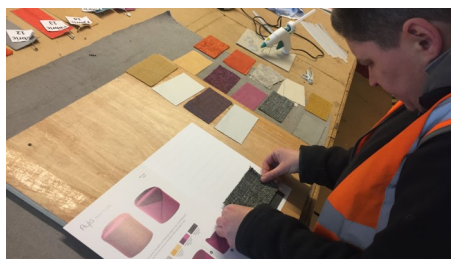


## MCR SERVICES LEADS WITH QUALITY



From inspection, rework, contract packing and swatch book

solutions, right through to transport and logistics, every project the team at MCR Services take on is underpinned by the quality of service they provide.



With new clients and project work stacking up from brands including Joie, Aqua Furnishings, SSE and Bazaar Group, the team have been working non-stop and enjoying the variation in projects.

So much so that they're on the move to bigger and better premises within our 7-acre site.

The exciting move will provide

facilities to accommodate larger scale projects and enhance the team's productivity massively.

MCR Services' positive customer testimonials continue to contribute hugely to the success and credibility of the company, reinforcing the fab work the team do and encouraging new companies to get in touch.

As a result we are in the midst of developing a designated *Case Studies* area on our website where users can see our breadth of work.

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



## DOUBLE SPONSORSHIP SUCCESS

We have reaffirmed our commitment to Newcastle Thunder by supporting the professional rugby league side again for the 2019 season.

Our branding features on the front and centre of the team's home and away shirts.

Newcastle Thunder's General Manager Jordan Robinson said, "Moody's has been a great partner of 2018 and I'm pleased they will be continuing on this journey with us. This season Moody's will also be the sponsor of our big annual community festival, the Moody Logistics Cup."



Our sister company, Heathline Accident Repair Centre has committed to a sponsorship deal across two seasons in support of Wideopen Football Club.

The relationship with the team stems from Moody's employee Mark Fisher who has coached the team for the last 10 years.

Gavin Cape, Engineering Director at Heathline commented, "We're delighted to continue the sponsorship of Wideopen FC. It's a great opportunity for us to promote the business's services to football supporters across the region."



OUR 2018 STATS ARE IN AND THEY'RE INCREDIBLE: BACK PAGE



## DRIVER OF THE YEAR 2018: PAUL HARRISON



### DISHY DELIVERY DOWN SOUTH

We delivered this rather large satellite dish on behalf of Visiondotcom to its new home in Hampshire - it arrived safely the next day and in perfect condition.

Dave said, "Thanks for all your help and also thank the guys in operations for getting it there."



For an award-winning delivery service you can depend on call Moody Logistics!

### RACK 'N' ROLL

In order to improve our internal processes and be more flexible to changes in our storage facility, the warehouse team have been fully trained in the repair and assembly of racking.



The training was provided by SESS and means we can now independently move and re-arrange our racking at any given time.

For storage requirements call 01670 710060 and speak to Liam

### RECOGNISING AND REWARDING STAFF

We're a business that genuinely appreciates loyal and extremely talented people.

That's why every year we hold a Moody's awards evening to celebrate the team who help make us the award-winning transport company we are today.

The awards cover accomplishments such as Accident Free, 100% Attendance, Nil Tacho Errors and helping generate sales leads, with staff collecting certificates and vouchers on the night.

Our most coveted and highly competitive award is always our Driver of the Year.

There's so much speculation and anticipation as to who will be deemed our 'All Rounder'.

In 2018, as voted for by fellow drivers and confirmed by our

Directors, Paul Harrison was crowned Driver of the Year.

Always smiling, Paul was thrilled to receive the award for the first time since joining the business over 10 years ago, saying "It's a great way to end the year on a high and know that you're doing a good job. I'm over the moon to get the backing from the other drivers too."

#### Farewell to Harry Horn

The night was also the chance for the team to say thank you and farewell to Harry Horn (pictured above right), Transport Manager, who retired after many years of service with Moody's.

Harry received a small token of our appreciation on the night and will be missed by everyone in the team.

Mark Fisher has taken on the role of Transport Logistics Coordinator and is already doing a great job.

### WE'RE BACKING #REFILLONTheroad

Helping our environment is something we should all be involved in, and the team at Moody's make no exception.

That's why we are thrilled to get on board with **Refill On The Road**, a campaign set up to significantly reduce plastic pollution and make it easier to refill and reuse bottles on the go.

Our drivers will hopefully be successful in refilling their bottles at petrol stations across the UK.

We'll let you know how we get on. Check out our Twitter & Facebook!



If you're interested in finding out more about this great campaign you can get involved on Twitter by searching #RefillOnTheRoad or visiting [refill.org.uk](http://refill.org.uk)

# REVOLUTIONARY MYNEXUS NOW LIVE!

We are extremely excited that the first product released from the next generation of Pall-Ex's systems, MyNexus, is now live and is already receiving rave reviews from Moody's customers.

MyNexus is quite simply game-changing technology and will offer customers a range of advanced tools that will provide improved accessibility and usability, along with major

enhancements to the booking, reviewing and tracking of pallet and container shipments.

## MYNEXUS

Our Sales Executive, Nicola, has been out and about visiting customers to demonstrate the new system. She's quite a pro, so if you need help or advice please contact Nicola who will be more than happy to help you!

## A NEW "HARDY" ON THE BLOCK

Dan Hardy, one of our drivers, had a lovely end to February with the safe arrival of his beautiful little girl Eve, born 28th February at 10.56pm weighing a healthy 7lb 10oz.

First-time parents Dan and his wife Beth are thrilled, and getting used to life with less sleep but lots of precious cuddles! Congratulations!



## PEGGY MAKES FRONT PAGE HEADLINES

Back in the summer last year we invited David, a freelance photographer, to come and find out more about Peggy, our restored Bedford truck and get some photos of her basking in the glorious North East sunshine.

He was so interested in our story, chatting with Chairman Alan and taking notes about Peggy's restoration by sister company Heathline Commercials.

Little did we realise that our company history, along with Peggy's beauty would not only make front page news, but feature in a 6-page spread in February's edition of Classic and Vintage Commercial magazine! *Well done Peggy, you star!*



## SUPPORTING OUR LOCAL HERITAGE

In December 2018, Moody Logistics and Storage became a corporate partner of Durham Cathedral's prestigious 2020 Club.

As a 2020 Club member we are thrilled to be helping the Cathedral invest in building and landscape conservation programs to safeguard the ancient buildings for future generations.

2019 desk calendar which was designed by the UK's renowned cartoonist David Haldane, who has helped us create amazing designs for the last 10 years.



The 2018 figures are in! From driver hours, mileage and pallets handled, it's been one hell of a year...



## SPOTLIGHT ON... NICOLA DARLING



**What is your role in the business?**  
Sales Executive

**Customer experience is about...**  
feeling supported by a knowledgeable team who are willing to go above and beyond

**Top of your "bucket" list?**  
To take my children on safari

**Describe yourself in 3 words.**  
Sociable, talkative(!), open-minded

**Your biggest achievement?**  
Creating two little humans

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

**Your last meal would be....**  
My wedding meal...cured meats and breads followed by slow roasted belly pork and a Houston's 5-nut chocolate brownie to finish (washed down with a glass of pink champagne)

**Name two people you would invite to your dinner party**  
David Attenborough and Michelle Obama