

In the Mood Newsletter



Spring 2021

DELIVERING TRUST AND RELIABILITY
• SINCE 1947 •

Welcome to *In the Mood*.

We trust this newsletter finds you all safe and well.

We certainly didn't think that our latest newsletter—nearly a year after our last one was published—would still be covering news on the pandemic and our efforts to help keep businesses afloat!

It's been one hell of a year, and like hundreds of others, we have had to adapt our protocols and move with the times, to protect our staff and the business.

Yet amidst the chaos we have enjoyed and celebrated some major business highlights.

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WE ARE RAISING THE BAR FOR QUALITY WITH OUR FORS BRONZE STATUS



Christmas came early for us in 2020, with the news of Moody Logistics being awarded a significant contract by Danish-based Grundfos after we gained Fleet Operator Recognition Scheme (FORS) accreditation.

Grundfos, the world's largest manufacturer of water pumps, made it a condition we became a member of the voluntary scheme in order to transport its products to sites across the UK.

Paul Johnson our Operations and Compliance Manager worked diligently on the project which began early last year.

DELIVERING CORONAVIRUS TEST KITS

As a direct result of achieving FORS bronze status, we also won a contract with Royal Mail to help deliver vital COVID-19 test kits to NHS Scotland.

Since starting the contract in late 2020 our team have worked 7 nights a week (aside from Christmas Day and New Year's

Speaking of our success he said, "It not only underlines our commitment to quality, but this award makes sound business sense – opening up new opportunities to compete for many more substantial contracts."

Work is now underway to meet even higher operational standards as part of our continuous business improvement scheme, as we progress towards achieving silver, then gold status.

Caroline Moody added: "Safety has always been at the heart of Moody Logistics, but being a FORS operator, demonstrates to our customers that we are exceeding industry standards in terms of safety and compliance and that enables us to stand out when competing for new business."



Day) collecting test kits from both Gateshead and Carlisle Royal Mail Centres, and delivering them promptly to the Queen Elizabeth University Hospital in Glasgow.

It's a very rewarding partnership knowing we're helping in the efforts to fight COVID-19. Super proud of #TeamMoody!

CAROLINE MOODY WINS PRESTIGIOUS 2020 AMAZON EVERYWOMAN AWARD



We were over the moon when MD Caroline Moody was announced as a winner in the freight category of the prestigious 2020 Amazon everywoman in Transport & Logistics Awards.

Caroline won the award in recognition of her innovation and leadership within the industry.

The awards were held online due to coronavirus restrictions, and celebrated 15 phenomenal women who are currently transforming the transport and logistics sector.

Speaking modestly Caroline said, "I'm absolutely thrilled to receive this award."

"It sends a strong message to women that they can succeed through hard work, dedication and talent in whatever career they might choose."

Caroline added: "It's also a matter of pride to know this award also reflects the achievements, not only of myself, but the whole team here at Moody's, in creating a thriving and successful business."

A spokesman for everywoman said: "The awards celebrated exceptional individuals, championing their achievements and showcasing them as inspiring role models to the next generation of female talent."

PALLEX LAUNCH IMPROVED PLATFORM: WHAT TO EXPECT FROM MYNEXUS

We are delighted that the new Nexus IT program—produced in-house and developed by Pall-Ex—is starting to run effectively for our customers and us as a business.

With some exciting new features and benefits, we've pulled out what we believe are the main improvements to the program:

1. Full visibility to track freight from collection to delivery.
2. Simple navigation guiding users through information required and associated costs of transporting freight.
3. Customer SMS/Email updates for expected delivery times.
4. User friendly—retains recurrent address info to save time.

PAUL CLINCHES AWARD FOR SECOND YEAR

Our annual awards evening in December was a little different due to social distancing measures, but it certainly didn't dampen the spirits of the team.

The night was especially rewarding for driver Paul Tweddell who picked up the coveted Driver of the Year award for the second year running!



It was fantastic to also see our youngest employee, Rhys Common, win Employee of the Year as voted for by his peers across all 3 businesses.

Rhys is the second employee to win the newly created award based on his positive attitude and commitment to the business. During COVID-19 Rhys has really stepped up to the mark and helped the business succeed.



LOCKDOWN BABIES

3 beautiful healthy babies arrived in 2020, bringing some positive news during the pandemic.

Driver Steven Hansen and his wife welcomed a baby girl, Eliza Ellie into the world on 13th May 2020.

Driver Brendan Williams and wife Louise were over the moon to have a baby girl - Fia Roisin born 20th May 2020.

Marketing Coordinator Cheralyn Roden and her husband had a little boy Jasper Jude who arrived on 14th June 2020.



APPRENTICESHIP ACHIEVEMENTS

Matthew Fretwell joined **MCR Services** in 2015 fresh out of 6th Form. Eager to learn and progress, Matthew has taken advantage of all apprenticeship opportunities and is nearing the completion of his 3rd apprenticeship in Business Management with us... and he doesn't intend on stopping there!

At just 24, Matthew is the Production Manager for MCR Services and manages the team along with their daily projects.

Rhys Common joined **Moody Logistics** back in 2017 as our Supply Chain & Logistics Apprentice. Since completing his apprenticeship in early 2019, Rhys has become a huge asset to the operations team, with a fantastic attitude and willingness to get stuck in to any task he's given.

Matthew Davies has been with **Heathline Commercials** since 2018 working as a labourer. Matthew's enthusiasm to the role prompted Heathline's offer of a fully funded apprenticeship to allow Matthew to refine his skills. Matthew completed his apprenticeship and has gone on to be a fully qualified HGV Technician—a hugely important job, particularly during this pandemic where keeping trucks moving is vital.

REAPING THE REWARDS OF OUR APPRENTICESHIP SCHEMES

With the continued success of our apprenticeship scheme, Caroline Moody has urged the transport industry to deliver even greater numbers of driver apprenticeships.

We have been so impressed with the results—with 3 of our former driver apprentices gaining their HGV licences, and our fourth apprentice Reece Slatter recently passing his Class 1—that we are now recruiting our fifth HGV driver apprentice!

Caroline said, "Apprenticeships have given us an opportunity to provide people with a clear path into a skilled, well-paid and in-demand career, which also leads to other opportunities within the wider logistics industry.

It's a cost-effective way to encourage more people behind the wheel of a truck.

Visit the careers section of our website to find out more www.moodylogistics.co.uk

ALEX GAINS MAXIMUM LGV DISTINCTIONS

We are so proud of the passion and dedication our driver Alex Skelton has displayed throughout his time with Moody Logistics.

Alex initially joined us as our Warehouse to Wheels apprentice back in September 2018, and has since gone on to gain maximum LGV distinctions.

As part of his apprenticeship, Alex underwent an end point assessment which judged him to have achieved the maximum six distinctions available. In addition, he also excelled in six standard requirements.

He has been praised by the independent assessor who has recommended Alex now pursues a high-level qualification to further his career within the industry.



Alex said: "I'm told its quite unusual for someone to achieve distinctions in all six categories and I put this down to the excellent training provided by TTS and the huge amount of support I've had from the team at Moody's."

Operations Director Richard Moody added, "Alex has been the perfect apprentice, always willing to listen and learn from the team, and we are delighted at his achievement."

'GEORDIE HOPE' UNVEILED AS PART OF OUR £350K FLEET INVESTMENT

In anticipation of a more positive year ahead, we have named our latest tractor unit Geordie Hope.

Fittingly, the name was chosen by colleagues and coincided with the news of the first COVID-19 vaccination being approved for use in the UK.



Geordie Hope is one of three new Iveco artic tractor units bought by Moody Logistics, together with a Citroen Berlingo van that will be used to make deliveries up and down the country.

We're excited that two of the latest Iveco S-Way artic tractor

units—some of the first to appear on our roads—are currently in Heathline Commercial's workshop to be liveried in our distinctive red and grey colours.

Plans for the names of those trucks is underway and we'll look forward to sharing this with you in our next newsletter!

Caroline said, "These new tractor units, in particular the Iveco S-Way, are more fuel efficient, while their advanced technology and connectivity maximises their uptime whilst reducing operating costs.

"Moody Logistics is committed to investing in quality vehicles which offer greater reliability, which in turn allows us provide the highest standard of service for our customers."

The huge investment follows our FORS accreditation and subsequent new contract success.

MOODY'S AND HLC TAKE ON NEW STAFF

It's refreshing to be in an industry that has flourished during the pandemic— so much so, we've taken on new team members to accommodate our growth both now and in the future.

As well as Bev and Brian (see right) our operations team expanded as

drivers Michael Crackett, Nick Maguire, Alan Cunningham, Ian Curry & Timothy Wade joined us, and Ben Fisher our Warehouse Apprentice.

In Heathline Commercial's Craig Dixon joined the team as an experienced HGV Fitter.

MP IAN LEVY OFFICIALLY OPENS HLC



We were delighted to welcome local MP Ian Levy last year to officially open Heathline Commercial's new workshop, after the pandemic crushed our hopes of holding a grand opening for customers and staff.

At the opening Ian said, "I was honoured to be asked by Heathline Commercial's to formally open this impressive new centre and I'm pleased to be able to highlight the important contribution it makes to both the local economy and the logistics industry.

"I've been impressed at the facilities and range of services it provides, and I'm certain this ambitious business will go from strength to strength."

MCR NEWS ABOUT VEGETARIAN SOCIETY

MCR Services is currently working with The Vegetarian Society on a project which provides essential foods to families who desperately need the support.

Goods are sorted, packed and labelled by MCR Services before being delivered promptly to food banks across the north east using sister company Moody's transport services.



SPOTLIGHT ON...

BEV ROSS & BRIAN FISH



We're thrilled to welcome both Bev and Brian into the team at Moody's to reinforce our strength in customer service and sales support as we move into an exciting year for the business.

Bev joined us in August 2020 and brings with her a wealth of sales and customer service experience from her previous role at foreign exchange firm Travellex.

Brian's started in November and has worked in sales for years. His knowledge of the sales cycle will help us build on the solid foundations of our customer base, identifying new opportunities.

Bev and Brian will work closely with the operations team to ensure customer collection and delivery services run smoothly.