

In the Mood Newsletter



Spring/Summer 2024

Welcome to In The Mood.

We will all be glad to see some sunshine this Spring it seems like the rain just hasn't stopped.

We're pleased that our customers within Moody's have the advantage of knowing their freight is always loaded under cover within our cross-deck facility - a rarity in our industry - keeping goods dry and in tip-top condition at the start of its journey.

With the new financial year starting for many businesses, including ours, the next few months will prove to be busy, especially as we have secured several new major customers across Moody's, Heathline and MCR, setting a positive tone for sales at the start of the year.

The adoption of cutting-edge technology and our team's dedication to exceptional customer service are key factors driving this success.

We look forward to building these relationships going forward.

Enjoy reading the latest.

Caroline

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WINNER OF OPERATIONAL EXCELLENCE



L-R: Managing Director of Pall-Ex Barry Byers, Caroline Moody, and Group Quality and Compliance Director at Pall-Ex, Troy Bailey

Moody Logistics and Storage won the Pall-Ex Operational Excellence Award for North East & Scotland at this year's Regional Leaders in Excellence Awards Dinner.

The exclusive ceremony in February was held at the Hilton Birmingham Metropole by Pall-Ex Group and celebrated independent hauliers from across the UK and Europe.

The awards dinner, sponsored by Tile Mountain, was attended by the highest performing members in their region as part of Pall-Ex Group's Diamond Excellence scheme.

The initiative rewards network members who have achieved specific criteria set by the Group, with those reaching those standards each month being presented with a Diamond Excellence certificate.

They are celebrated for showing high levels of compliance, quality

distribution and service excellence within the network.

Caroline Moody, Managing Director of Moody Logistics and Storage, said: "I had the privilege of attending the dinner and receiving the award. However, it is crucial to acknowledge that this recognition is a direct result of the exceptional performances delivered by our drivers and the relentless efforts of our operations office team.

Their dedication to ensuring timely deliveries and managing all tasks associated with our operations deserves high praise."

Barry Byers, Managing Director of Pall-Ex Group commented: "It's great to be able to reward our network members for their dedication and commitment to strengthening the network and working towards a shared vision."

MCR SERVICES BREAKS THE MOULD

MCR Services has once again broadened its range of services to meet the growing need for anti-mould and prevention for products and packaging.

Mould removal and anti-mould cleaning services are becoming increasingly crucial in product packaging, especially when freight is transported during monsoon seasons or periods of extreme humidity.

When products are packaged abroad, they are often exposed to damp conditions that can lead to mould growth, odour, and mildew issues.

The team has recently completed a major project and are highly



skilled in this particular service.

If your business involves shipping products internationally and you need help, don't hesitate to get in touch - 01670 700690.

Along with packaging services available, we can manage the entire logistics process from the moment the products arrive in the UK, to being repackaged and sent out to your warehouse distribution centre.



The team are here to help and ensure that your products will reach their destination on time and in optimal condition.



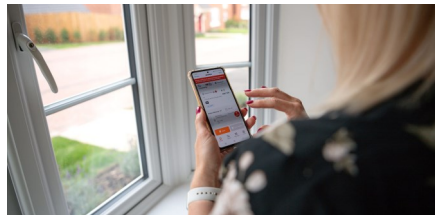
NEXUS ETA HAS ARRIVED AT MOODY'S

We're delighted to be part of Pall-Ex's recently launched ETA platform, set to revolutionise the pallet delivery network.

Following a successful trial of NexusETA involving two of our own drivers, the rollout took place in February and has been a roaring success to date.

This update brings a suite of new features that will take your experience to the next level.

Now, for every palletised freight consignment sent, you will receive a two-hour delivery window, keeping you informed every step of the way.



- Receive a TWO-HOUR delivery window for when your goods are expected to arrive
- Spend LESS TIME WAITING in for deliveries, allowing you more flexibility
- Complete TRANSPARENCY throughout the entire delivery process

Find out more on our website!

NAVIGATING THE ARCHIVES

We've unearthed some truly intriguing artifacts while we do a much-needed spring clean in the admin office ready for a revamp (more on this in the next edition!)

These include maps dating back to 1925, the original accident log, and David Moody's first handwritten notes, among others. These items hold immense importance as

pieces of our past, which are as significant as our future!



REMEMBERING PETER

In January we mourned the loss of our valued team member, Peter Marszalkowski, following his passing after a prolonged illness.



Peter served as a driver at Moody's for over 5 years making deliveries to the Scottish Borders.

As his illness progressed, Peter focused on delivering closer to his home, building strong relationships with our regular customers around Ashington, Blyth and Cramlington areas.

It has been heartwarming to receive messages from customers who got in touch to express their sadness upon hearing the news.

He was highly regarded by the entire team here and his absence will be greatly felt.

'GEORDIE SQUIRREL' TAKES TO THE ROAD

With the blessing of Peter's family, we have named one of our newest 18-tonne trucks 'Geordie Squirrel' - complete with red squirrel graphics - in his honour.

Peter was passionate about all wildlife, in particular the conservation of the red squirrel. His daughter Jessica and niece Emily, along with representatives from Red Squirrel Northern England and Wildlife Trust came to see the truck in action.





Matthew Fretwell
Employee of the Year



Steve McLetchie
Driver of the Year



Paul Harrison
15 years' service



THE RESULTS ARE IN...

We are grateful for all our valued clients who took the time to participate in our December customer satisfaction survey.

The feedback we received exceeded our expectations, and we are thrilled to share some of the important findings with you.

The insights gathered from the survey have provided us with a wealth of information that will guide us in making improvements to better serve our customers.



95%

Say we deal with phone calls and email queries excellently

100%



Rate our collection service 4/5 and above

★★★★★ 100%

Rate us 4/5 and above overall



Congratulations to Marissa from ThinkPrime who was the lucky winner of our satisfaction survey prize draw - we delivered her M&S hamper to her just in time for Christmas!

APPRENTICESHIPS WORK. HERE'S HOW!

Staff from all 3 sister companies celebrated ahead of Christmas at the annual awards evening held at Moody's, in recognition of the hard work and commitment displayed by individuals throughout the year.

Notably, two outstanding employees were honoured during the evening, both of whom had started their journey with us through an apprenticeship program that has proven to be an extremely successful form of recruitment for the Group.

Matthew Fretwell (pictured above) was nominated by his peers and recognised by the directors as Employee of the Year.

Matthew is production manager at MCR Services, and started out as the company's first apprentice shortly after the business was founded in 2011.

Since that point, Matthew has completed two further apprenticeships that the company financially backed. More recently in 2023, he earned the position of warehouse manager at Moody Logistics, working concurrently with his duties at MCR Services.

The hugely anticipated Driver of the Year award went to Steve McLetchie (pictured above).

Steve became a part of Moody's in 2021 after the successful launch of the company's internal

apprenticeship program.

This initiative was implemented to address the challenges posed by the disruptions in government training caused by COVID-19.

Steve started his career here by driving light vans prior to him earning his Class 2 licence. He now makes deliveries and collections in the heart of Newcastle.

Steve's peers nominated him for his approachable attitude, readiness to lend a hand and friendly disposition.

Driver Paul Harrison who is also pictured above, was presented with a long service award for his 15 years in the business.

Our drivers were also rewarded for being accident free and having nil tacho errors, along with team members from across all three companies who have had 100% attendance throughout the year.

Speaking of the awards Caroline said, "As a family run business we place huge importance on our annual awards evening, as it gives the directors a platform to show our appreciation to our team, and thank them for their hard work during the year."



LISA HAS HER EYES ON THE PRIZE!

After winning a 'spot the difference' competition featured in the DAF Trucks magazine, Lisa, from Heathline Commercials, was visited by the DAF account manager Linzi.

Linzi arrived with gifts including a hamper full of goodies and a beautiful bouquet of flowers.

Lisa said, "It was a lovely surprise when I found out I'd won the competition. I never thought for

one second I would but it just goes to show you've got to be in it to win it!"



L-R: Lisa stands in front of a Moody's DAF truck with account manager Linzi

A GOOD FIT FOR HEATHLINE

We welcomed two new HGV fitters to Heathline Commercials at the end of last year.



Richie

John

Richie joined us in October followed by John in November, both moving from Scania.

The duo have been an invaluable addition to the team, boosting the efficiency of the workshop.

Gavin, director at Heathline said, "With the current shortage in qualified vehicle technicians, we're delighted to have Richie and John on board, enhancing our presence in the North East as a top provider of truck servicing and maintenance."



MINI-EXEC MBA GRADUATES SUCCESS

Employee of the Year, Matthew, and former Employee of the Year Andrea have just completed a 5-month Mini-Exec MBA, funded by the 21C Initiative for Northumberland.

Matthew, production & warehouse manager, and Andrea, HR manager started the leadership course in October 2023.

The course objective was to 'equip individuals with advanced tools needed to be effective in their roles in an ever changing business environment' and was supported and hosted by 12 businesses across Northumberland.

Matthew commented, "It's been a really eye-opening five months and so interesting to see how other local businesses operate and do things."



Andrea added, "The course has given us new ideas to take forward in our business to improve team relationships."

WE'RE A DIAMOND TRANSPORT COMPANY

In January we gained access to the prestigious Pall-Ex Diamond Club, having successfully hit our KPI's over the course of five consecutive months, giving us exclusive access to events, rewards and benefits organised by the pallet network.

Richard Moody says, "It's a great achievement and testament to the team, and holds us in high regard within the network.

We are continually improving our services and this reinforces our commitment to succeeding."

DAVE'S MILESTONE BIRTHDAY

Dave, our driver-turned-production operative at MCR Services, marked his 60th birthday on Valentine's Day.



Despite his birthday falling on a workday, the team at MCR Services were determined to make it special with banners, balloons, and a birthday cake complete with 60 candles.

SPOTLIGHT ON... BEN DIXON



Role:

Class 2 driver

Length of service:

9 months

Favourite part of your job:

My colleagues, great bunch of people to work with

Describe yourself in 3 words:

Honest, hardworking, reliable

What is top of your bucket list?

Run a marathon

What's your biggest achievement?

My son

Your last meal would be...

Mam's Sunday dinner