

In the Mood Newsletter



Spring 2023

Welcome to In The Mood.

Spring is my favourite time of year.

It always feels strangely exciting when new life is all around us from spring bulbs to lambs.

I am often asked about the difficulties facing our business at this time, and can honestly say it's trying to shut out the negativity and doom and gloom press we are fed every day, and to instead focus on the facts in front of me, which is a steadily increasing business, with loyal customers who we look to partner with rather than work for, and of course a great team who endeavour to do their best every day!

In these turbulent times I thank God to be able to look at business and the world with positivity and take what we've learned from the last 3 years; whatever is thrown at us we will adapt, survive and continue to thrive!

I trust that with our expertise in logistics we can help our customers' businesses do the same and support them every step of the way.

Enjoy reading the latest.

Caroline

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£1M FLEET INVESTMENT IN 75TH YEAR



MD Caroline with Operations Director Richard Moody, and Chairman Alan Moody

Moody Logistics and Storage is investing £1m to expand its fleet and meet a growing demand for its services.

The new vehicles, which have increased the fleet to 34, together with further trucks on order, represent a total investment by the family-run firm of £1m.

The business has also planned ahead to overcome huge delays in the supply of commercial vehicles, caused by the pandemic, by ordering a further two 18 tonne trucks, together with an articulated lorry, which will be delivered this year.

Managing director Caroline Moody said: "This represents a

total investment of £1m, which underlines our confidence in the continued growth and success of the business.

"The two biggest threats to that growth have been the national shortage of qualified drivers and the availability of new trucks. We solved the driver shortage by developing our own in-house driver apprentice scheme and overcame the challenges surrounding the supply of vehicles by planning well ahead.

Caroline added: "It's a testament to the hard work and vision of this company, now in its 75th year, that we continue to grow the business and expand the fleet."

ALAN'S LIFETIME ACHIEVEMENT AWARD



Alan Moody (right) with Kevin Buchanan, Group CEO at Pall-Ex

It's fitting that in our 75th year in business, our chairman Alan has received a lifetime achievement award in recognition of his sixty years in the transport industry!

Three generations of the Moody family attended Pall-Ex Group's annual awards evening on 25th February where Alan was introduced as a 'legend' as he collected his award on stage.

SPONSORSHIP DEAL FOR ATHLETE SADIE

After hearing of Cramlington athlete Sadie Parker's successes, Moody Logistics is delighted to have agreed a £500 sponsorship deal which will help cover Sadie's competition entry fees, training equipment, and travelling costs.



L-R: Aaron Parker (Sadie's father), Sadie, Caroline and Daniel

Daniel N'Jai-Rowney, her athletics coach at Team Blyth, has worked with Sadie for the past 6 years and recognises she has the talent to enable her to break into the England and GB squads over the next two years as she transitions from pentathlete to heptathlete.

He said: "Sadie narrowly missed out on an England call-up last year, something she hopes to achieve within the next 24 months, followed by a longer-term goal to

be part of the GB squad – which is why this sponsorship is so important at this crucial point in her career."

Sadie said: "I'm extremely grateful to Moody's for their financial support which takes a lot of pressure off me and my family and allows me to concentrate on my athletics."

Caroline added, "It's a pleasure to sponsor Sadie who is already doing the North East proud, and I hope that she can now progress and achieve her desire to compete on the national stage."



In our first month of sponsorship Sadie has already had huge success after competing at the Scottish Pentathlon Championship, where she won gold making her the U17 Scottish Pentathlon Champion 2023.

We're looking forward to following her athletic journey this year and wish her great success.

WE ARE GOING GREENER: TO NET ZERO

We're very excited to be involved in a complementary skills programme through NBSL to help us evaluate our business's carbon footprint and identify areas we can reduce costs.

We've already taken significant steps



working with staff and suppliers to help roll out new ways of working and exploring fresh ideas.

We'll have more news on this in the next edition!

MCR SERVICES RECRUITS APPRENTICE

MCR Services has recruited a 20-year-old budding entrepreneur as its second ever apprentice, as the family-run business continues to grow.



Ethan Elliott (left) with Production Supervisor Matthew Fretwell

Ethan Elliott joined us in August and is completing a Level 3 qualification in business admin, which involves him spending a day a week at Newcastle College. He was welcomed by production supervisor Matthew Fretwell, who

himself started out as the first apprentice shortly after the business was founded in 2011.



Ethan, who also runs his own part-time business buying and selling clothes, said: "Rather than concentrating on a single job, this gives me the chance to gain a much wider experience of the whole business."

Matthew added: "Ethan is doing well and is really switched on, having had a similar role in his previous job. However, it's a reflection of MCR's willingness to invest in the next generation that he jumped at the chance of an apprenticeship which provides a strong foundation to build a promising career."

TRUCKER STEVE TIES THE KNOT

We were thrilled to hear about our driver Steve McLetchie who married Sian in Gretna Green on Saturday 10th December 2022.

Also present on the couple's special day was their gorgeous 4-month old son Wilf.

We wish them a lifetime of happiness together.



RHYS BECOMES A DAD

Our Logistics Coordinator Rhys Common had a fabulous end to 2022, with the birth of his first child with girlfriend Callie.



Lucas was born 30th December weighing a healthy 8lb 5oz and is a welcomed addition to the family by big brother Ollie - Congratulations!

NIGHT OWL KEVIN



In February we welcomed a new night trunk driver to the team.

Kevin Howard has joined us with lots of driving experience, and has the important task of transporting our freight destined for the Pall-Ex Leicester Hub overnight.

So while we're all sleeping, Kevin will be behind the wheel!



ANNUAL AWARDS EVENING 2022

UPSKILLED DRIVERS

We've taken advantage of the Government's Lifetime Skills Guarantee to upskill some of our current Class 2 drivers.

7 drivers signed up to the skills bootcamp through Tyneside Training Services to gain their Class 1 licences, and we're delighted to report that all 7 passed first time!

Congratulations to Aaron, Alex, Joe B, Joe C, Graham, Nerijus & Steven.

It's great news for Moody's to increase our flexibility for holiday cover and customer requirements.



L-R: Joe Chan, Nerijus Sangaila, Joe Bainbridge, Graham May, Alex Elrod, Steven Cartwright.

DONATING PALLETS

For years we've been helping Hillcrest School, a local secondary special school for kids aged 11-19 with a range of complex needs.

We donate any surplus wood from pallets for the students to use to make crafts to sell throughout the year.



In November we received a lovely letter from staff at the school letting us know the students were going to York for the day by train as an end of year treat from the funds raised by their crafts, along with photos of their designs.

REWARDING STAFF WHO EXCEL AT WORK

It was great, after previous years of socially distanced gatherings, having everybody standing together just before Christmas at the annual awards evening. Caroline kicked-off the night with an overview of a big year for all three sister companies—Moody's, Heathline and MCR.

Caroline presented Dean Dodd with the Driver of the Year award.

Dean was our first ever driver apprentice who started with Moody's back in 2015, and was voted Driver of Year shortly afterwards, making this his second win within 8 years.



Our Employee of the Year award went to Andrea Ranyard, PA to the Directors and HR Manager. She was recognised by the directors for her 'can-do' attitude

WELCOME NEW HEATHLINE STAFF

Heathline Commercials have started the year by welcoming two new members of staff.

Amanda Hall has joined us as Service Receptionist/Administrator, with great experience and new ideas.

She's already delving into our processes and recommending improvements—a breath of fresh air and just what we needed!

and the support she has provided the directors during 2022, from HR issues to IT projects and helping implement new systems.



Pam Dent, Credit Control and Banking Coordinator, and Scott Edgar, Delivery Logistics Planner were both awarded their 20 and 15 year long service awards respectively.

Other awards on the night recognised staff for 100% attendance, and drivers presented with awards for nil tacho errors and being accident free.

Caroline said, "We recognize that everyone in the business is involved in making it a success, but it's a pleasure to reward and highlight those individuals who have really excelled in their role."

Luke Woodhead has also joined us as an HGV Fitter after leaving bus company Go North East. Welcome to the team!



DRIVER APPRENTICE SETS RECORD AFTER PASSING CLASS 1 HGV TEST

Driver apprentice Steven Cartwright has set a record at Moody Logistics and Storage having gained his Class 1 HGV licence in just three months.



Under new government rules designed to free up more HGV test slots, drivers no longer have to pass a Class 2 test, covering rigid trucks, before taking a Class 1 test allowing them to drive articulated lorries.

The 28-year-old joined our in-house driver apprenticeship programme in August 2022 and made such rapid progress that he passed his Class 1 on first attempt. However, Steven from Gateshead, did have some experience of being

behind the wheel of larger vehicles, having previously been a service bus driver for Go North East for seven years.

Steven is the first of Moody's driver apprentices to go straight to his Class 1 test, the others all taking between four and six months to gain their Class 2 licences, depending on previous driving experience.

Given that handling an articulated lorry is much more complicated than smaller rigid trucks, we provided Steven with additional support to ensure he felt safe and competent as part of our commitment to upholding high standards on the road.

Steven said: "It's great to set a record at Moody's for passing my Class 1 in such a short time, but I did have a bit of a head start given the licencing rule changes and my previous experience driving buses!

"I'm looking forward to my new life as a trucker. I'm grateful the Moody's driver apprenticeship scheme has allowed me to progress my career while continuing my love of driving."

BEV SURPASSES PALL-EX'S EXPECTATIONS

Bev is our customer service coordinator, and one of the most enthusiastic and cheerful people you will talk to on the phone!

Bev recently went under the spotlight (unbeknown to her!) during a 'mystery shopper' phone call experience conducted by Pall-Ex, and absolutely smashed expectations – so much so Gareth, Member Commercial Manager at Pall-Ex, presented her with a bottle of fizz on his visit to our depot recently to personally congratulate her, declaring that Bev has been his best mystery shopper experience to date!

What a fantastic achievement not only for Bev, but for the business.

Reviewing his experience Gareth said, "Bev was fantastic and very polite and friendly. All of the right questions were asked and everything was explained in detail.

If all of the staff are as friendly and helpful as Bev then Moody's are in good hands."



Do you need help or guidance on our pallet delivery service, or sending freight abroad?

Give Bev or Brian a call—you're guaranteed to get a brilliant customer experience.

MAKING A DENT IN WALES

Pam and Trevor Dent, who work at Moody's and Heathline respectively, ticked something off their bucket list last October after visiting Zip World Velocity 2 in Wales, the fastest zip wire in the world and the longest in Europe.

Although he completed it, Trevor was caught on camera saying "never again" as he found his feet at the end of the zip wire, while Pam was absolutely buzzing and desperately wanted to go on again!

That same month Pam signed up to a skipping challenge which would see her complete 100 skips daily throughout October. She even took her skipping ropes on holiday to Malta!

Pam raised £278.75 in sponsorship for Cancer Research in memory of her father, John Andrew Brown.

Well done to them both for such fantastic achievements!



SPOTLIGHT ON... ETHAN ELLIOTT



Role:

Production Team Leader Apprentice

Length of service?

4 months

Describe yourself in 3 words:

Hardworking, selfless and determined

Item you couldn't live without?

Tape measure

What's top of you bucket list?

To go to Greece

Your last meal would be...

My girlfriend's mam's leek and potato soup

Who would you trade lives with for one day and why?

Peter Kay, so I know what it's like to be funny!