

In the Mood Newsletter



Winter 2023

Welcome to In The Mood.

2023 has been a positive year here within our Group.

Although we were a finalist in the New Talent Development category at the prestigious Motor Transport Awards, we didn't clinch the trophy on the night. We were however a winner at the Northern Transport News Awards, picking up The North's Top Road Safety Haulier of the Year award.

We never focus on awards for the sake of it, but we feel it's great for the staff and our customers to know they work with a family business that cares about their development and safety.

To us it's not about being the largest or the cheapest business, but doing what's right legally, ethically, sustainably and above all, delivering the best service and value for customers we can!

Best wishes for a successful 2024 in all you do!

Enjoy reading the latest.

Caroline

In this edition:

- You're in safe hands with Moody's
- Alternate career paths for drivers
- Growing our elite fleet
- Matthew and Ben cross the line
- Supporting local school F1 initiative
- Inspiring the next generation
- Celebrating National Lorry Week
- The 2023 awards are stacking up!
- Partnering with Transped to support Blyth foodbank
- Expanding Gastroback partnership
- Moody's Angels
- Spotlight on...

YOU'RE IN SAFE HANDS WITH MOODY'S



L-R: Comedian Scott Bennett, Freight Carbon Zero event organiser Hayley Taylor, Caroline Moody, Richard Moody, and TV presenter Sameena Ali-Khan.

Moody Logistics and Storage has been named the North's Top Road Safety Haulier by Transport News.

Open to all road haulage operators and companies providing services to the industry across the North of England, the accolade follows our £30,000 investment in additional safety measures for our drivers and warehouse operatives.

Caroline, along with operations director Richard and compliance and operations manager Paul Johnson, attended Transport News' Northern Rewards presentation in Manchester to accept the award on behalf of the team.

Earlier this year we fitted tail lift safety mechanisms to our local delivery trucks as part of a review of freight management procedures.

Our sister company Heathline Commercials installed the tail lift protection systems, which includes rear door retaining arms and a retractable strap that acts as a safety barrier.

We also replaced the entire fleet of 17 hand operated 'pump action'

warehouse pallet trucks with electric versions at a cost of £17,000, which makes workloads easier and safer to manoeuvre.

In addition, we've retained our Fleet Operator Recognition Scheme (FORS) bronze accreditation, which signifies that we meet required best practice standards in driver and vehicle safety, efficiency and environmental protection.

Paul Johnson said: "We constantly review our operations to look at how we can improve and exceed industry standards in terms of safety and compliance. Safety is not just a priority, it's a culture that is embedded throughout the business."

Caroline Moody added: "I'm immensely proud of our team for winning this award, which is a testament to our commitment to quality and safety. As an independent business rooted in the community, we will continue to prioritise safety as a core value, knowing that it not only protects our people, but it's also an important part of our success."

ALTERNATE CAREER PATHS FOR DRIVERS

Moody Logistics is retaining valuable staff by promoting alternative career paths within its two sister companies.

Two of our Class 1 drivers Dean Dodd and Dave Dickinson wanted to leave the road for a variety of reasons, but rather than quit the family-run firm, each have begun new roles with our sister companies Heathline Commercials and MCR Services.



Dean, from Blyth is the current holder of Moody's Driver of the Year award, having joined the business in 2015 as a

driver apprentice, later gaining both his Class 2 and Class 1 HGV licences.

Keen to seek a fresh challenge and further develop his mechanical skills, he has joined Heathline Commercials as a trainee technician with a Class 1 licence.

Meanwhile Dave, from Cramlington who has been a lorry driver for 35 years, wanted reduced but structured work hours that would allow him to spend more time with his family.



We're delighted with the moves as it allows the business to retain both men in roles that will benefit from their huge experience as HGV drivers.

We have already recruited two experienced HGV Class 2 drivers which has allowed the company to move two current qualified drivers into Class 1 roles.



Gavin Cape, engineering director of Heathline Commercials said, "Dean's experience as an HGV driver is really valuable, as he already has a good understanding of how the vehicles work. There is a real shortage of vehicle technicians in the industry, so to recruit someone whose work ethic we know is a real bonus!"

Matthew Fretwell, warehouse manager and production manager of MCR Services, said "Dave has many transferable skills that we need as we continue to grow the business, particularly his expertise around packing and distribution of goods."

Caroline Moody, managing director of Moody Logistics, said: "We value our staff and accept that there may be times they wish to take a different direction, so we try to find alternative roles to ensure the business continues to benefit from their knowledge and experience."

GROWING OUR ELITE FLEET

After securing an order earlier this year to ensure we didn't run into delays from manufacturers, we've taken delivery of our brand new articulated lorry and two 18 tonne trucks, along with two new trailers and two second-hand 18T trucks.



Caroline said, "It's reassuring that we continue to grow the business and expand the fleet, and I'm delighted we have improved our delivery standards to customers with the introduction of ETA's."

MATTHEW AND BEN CROSS THE LINE

In September two members of staff completed the Great North Run, raising money for charity.



Matthew Fretwell, Moody's warehouse manager and MCR Services production manager, took on the GNR for the first time and managed to cross the finish line after 2h 34m.

He raised an impressive £850 for the MS Society.



HGV driver Ben Dixon was running for Prostate Cancer UK, and completed the half marathon after 2h 08m, raising a whopping £1,145.

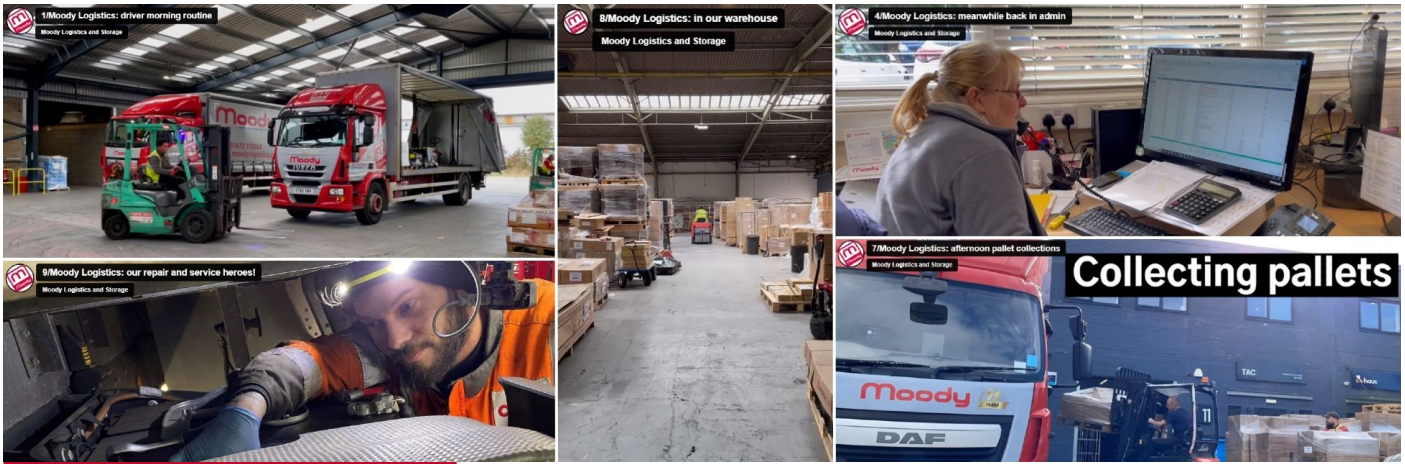
Huge congratulations to them both for taking on the challenge and raising so much money!

SUPPORTING LOCAL SCHOOL F1 INITIATIVE

Heathline Commercials is helping sponsor a group of Year 10 students (one of whom is George, son of Moody's team member Scott Edgar) from Bede Academy as they enter 'F1 in Schools' - an international STEM competition in which students must design and manufacture a miniature car using CAD/CAM design tools.

The cars are powered by CO2 cartridges and are attached to a track by a nylon wire.

The team is hoping to reach the national finals and compete for the national championship to get to the world finals... we're keeping our fingers crossed for them!

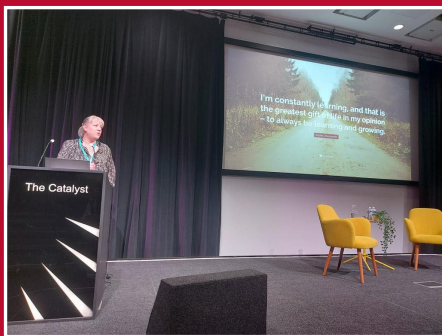


Collecting pallets

INSPIRING THE NEXT GENERATION

In October our Group MD Caroline was invited to present at the Entrepreneurial Insights event at The Catalyst building at Newcastle University.

Delivered by NE1 CAN, the event welcomed 133 students from regional schools, colleges, and universities to explore their potential as future business owners.



Caroline joined other regional entrepreneurs and enjoyed talking to the undergraduates about her career in transport and logistics, and working within the family business, as well as sitting in the 'hot seat' during a Q&A session.

She said, "It was fantastic to see so many students turnout for this event, and great to be involved in a project that helps drive entrepreneurial growth in the region.

My hope is that through hearing my story I encourage more young people to consider the road transport industry as an exciting and professional career option."

CELEBRATING NATIONAL LORRY WEEK

Monday 23rd October marked the first day of a week long celebration and appreciation of the road transport industry.

Back for its ninth year, National Lorry Week is a campaign created by the Road Haulage Association (RHA) to showcase the industry and everything it has to offer.

We embrace any platform that helps drive our industry into the limelight, promoting its vital role in our lives and huge potential as a career path.

For the 2023 campaign we wanted to give people a glimpse into our world through a series of short videos covering everything from operations and admin, to our truck repair and service heroes at Heathline, and MCR Services - a business that relies on transport and warehousing.

Speaking of the campaign, operations director Richard said

"It's a great initiative by the RHA and really gets the backing of everyone in the industry, bringing us together to highlight the hard work that goes into logistics, getting products onto the shelves of supermarkets and into homes. We really are the lifeblood of the UK's economy.



Our drivers in particular work extremely hard, and it's a manual job that's often overlooked for praise and gratitude. This week is our chance to showcase our business and give special recognition to our team and hopefully inspire the next generation to join us!"

Visit our News & PR section on the website or our social media channels to watch our series of videos #NationalLorryWeek

THE 2023 AWARDS ARE STACKING UP!

It's been an excellent year for Moody's in terms of award nominations and wins, including two award wins through SME News – a UK-based publishing company that aim to shine a light on thriving small and medium enterprises across the country.

In September, we made the shortlist in the Logistics, Warehouse and Supply Chain Awards 2023 and won **Most Dedicated Transport Company 2023 – UK**.

Following this we were made aware in October that we'd won **Best Family-Run Transport and Warehousing Company 2023 – North East** in the Northern Enterprise Awards 2023.

Speaking of the latest award wins Caroline said "These accolades really demonstrate our commitment to delivering a superior service to our customers, which is only made possible with the hard work and dedication of our fantastic team. Long may it continue into 2024 and beyond!"

PARTNERING WITH TRANSPED TO SUPPORT BLYTH FOODBANK

Moody Logistics and Storage has partnered with Transped to deliver nine pallets of donated breakfast cereals and toiletries to Blyth Foodbank.



Moody's driver Lee Roden with volunteers Wendy Hogg and Maureen Kelly

We stepped in to help transport the items from Transped's Port of Blyth headquarters to the foodbank's base in Seaforth Street.

We've previously teamed up to gift almost 2,000 tins of soup to the foodbank, which has seen referrals for its parcels rise due to the cost of living crisis.

Peter Malone, of Blyth Foodbank, said, "Sadly, we are busier than

ever, caused by the cost of living rises, so the continued support of local businesses, like Transped and Moody Logistics, is very welcome. A big thank you to everyone involved."

Jonathan Donnelly, Operations Co-ordinator of Transped, said: "We have a long-standing relationship with Moody Logistics, and they kindly offered to deliver the items free of charge. It's a great example of two great Northumberland companies working together to benefit the community."

Caroline Moody added "As a local company, we believe in giving something back and were more than happy to support the volunteers at Blyth Foodbank that provide such an important service to both families and individuals who are struggling to afford food."

EXPANDING GASTROBACK PARTNERSHIP

MCR Services is expanding its partnership with premium German kitchen appliance brand Gastroback as staff will undergo training at its head office in Hollenstedt, near Hamburg, allowing them to refurbish any imported appliances which fail to meet its exacting standards.

MCR will also grow its capabilities as a returns centre, with staff inspecting and grading returned appliances based on functionality and condition.

Rather than being discarded for recycling, such appliances will be refurbished whenever possible and sold at reduced rates as a used or B-grade item.

Marcus Lux, Gastroback's Head of Export and Business Development, said "As a responsible business we are investing in additional training in order to reduce waste and further improve sustainability by ensuring any appliances that are returned can be reused and

have a long, productive lifecycle.



"Gastroback has a strong relationship with MCR and I'm pleased it is able to play an expanded role in supporting the growth of our brand in the UK."



Matthew Fretwell, production and warehouse manager said: "This strategic partnership reflects our shared commitment to reducing the environmental impact of our operations. Moving to appliance refurbishment underlines a dedication to sustainably responsible business practices."

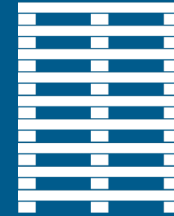
MOODY'S ANGELS

January to October

76,400 pallets



delivered and collected through the Pall-Ex network and on behalf of our customers



which equates to **9,168m** stacked pallets

The equivalent of

458

stacked **Angel of the North** sculptures



SPOTLIGHT ON... AMANDA HALL



Role:

Service Reception & Administrator at Heathline Commercials

Length of service:

One year in January

Describe your personality:

Hardworking, loving and a great shoulder to cry on

What is top of your bucket list?

Around the world trip

What's your biggest achievement?

My son

Your last meal would be...

Italian

Who would you love to invite for Christmas dinner this year?

Luther Vandross and Boyz II Men for fantastic banter and to enjoy amazing carol singing!