

In the Mood Newsletter



Summer/Autumn 2023

Welcome to In The Mood.

I hope everyone has enjoyed some sort of summer break and managed to find good weather and relaxation.

Escalating costs seem to be on everyone's mind at the moment, and whilst this current year is not as fast and furious as the previous, we have found a steady rhythm and pace.

For Moody's, investment is on a huge scale now with the costs of a new 18T rigid vehicle now at £97K!

That's before we livery it and add on all our safety spec of cameras, vehicle tracking etc.

Heathline has almost doubled in turnover since we moved in 2020 and the only thing holding them back is the shortage of good quality HGV technicians.

MCR Services is operating well and we're working towards improving our communications to let more people know what we do – it's a fantastic niche market and could be just the solution you're looking for!

Enjoy reading the latest.

Caroline

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WAREHOUSE DEVELOPMENTS SET TO ENHANCE CUSTOMER EXPERIENCE



Moody Logistics and Storage has responded to a growing demand for its storage facilities by reorganising its warehouse to free up additional space and will shortly install cloud-based order fulfilment software Mintsoft which will improve stock control, providing customers with complete stock visibility.

In light of these changes we're excited to have streamlined our management by appointing MCR production manager Matthew Fretwell as Moody's warehouse manager, and plan to develop the storage side of the business.

Matthew retains his current role as production manager of sister company MCR Services, which already uses the warehousing facility as part of its contract packing, reworking, quality inspection and fulfilment services.

Matthew, 26, from Blyth said: "We have looked at how we can use the space more efficiently and as a result have created additional storage that will generate extra revenue while at the same time investing in new

fulfilment software that will streamline the workflow as well as improving customer experience.

"As production manager for MCR Services, I've worked closely with the Moody's warehousing staff for several years and am familiar with the operational side. I'm delighted to have been appointed this dual role and look forward to increasing the co-operation between the two businesses"

MD Caroline said: "Matthew has completed three apprenticeships since joining MCR Services and has worked hard to reach a managerial position.



"He's a great example of the career progression available within the business and fully deserves this opportunity. I'm confident Matthew can use his management experience to further improve the warehouse processes and systems, and we will enhance our service offerings to customers who will benefit from both businesses.

HLC BOOST WITH BPW ACCREDITATION



L-R: Matt Davis, Gavin Cape and Paul Woodall with the BPW accreditation plaque

Heathline Commercials is thrilled to have become a service centre for axle and suspension system manufacturer BPW.

Following its accreditation as a BPW maintenance provider and service station, Heathline Commercials is now working with a major regional fleet operator as part of its long-term maintenance programme involving trailer axles.

Two of Heathline's technicians, Matt and Paul, underwent product specific training and BPW assessed its workshop to confirm that it is equipped with specialist diagnostics and maintenance tools and holds a comprehensive range of spare parts.

Heathline Commercials is now able to display the BPW logo and will continue to undergo regular audits to ensure it meets strict operating standards.

The business has gone from strength to strength since opening its £500,000 service centre in 2020.

MT AWARDS: WE ARE IN IT TO WIN IT

We are beyond excited to announce that we're a finalist in the New Talent Development category at this year's Motor Transport Awards.

We've been recognised for attracting a new generation of driver into the business from a range of backgrounds and experiences through our in-house apprenticeship scheme, in addition to developing staff in operations, admin, production and workshop.

The judging panel were impressed with our passion for retaining

It specialises in the servicing and repair of commercial vehicles, MOT preparation and inspections to DVSA standard, and is one of the North East's leading centres for tachograph repairs & calibration.

It also provides breakdown services, minor body repairs and carries an extensive range of spares for all makes of truck, trailer, bus, van and horsebox.

Heathline's engineering director Gavin Cape said: "We are proud to join BPW's national network of service providers and this accreditation is testament to our commitment to delivering a professional quality service.

"BPW is Europe's leading manufacture of axles and suspension systems so it's no surprise that we are already benefitting from the partnership in terms of gaining new business."

talent, and creating pathways to career progression within our business where we can, to help us promote staff retention.

The awards ceremony takes place in September at Grosvenor House Hotel, London.

We're really hoping we return with the trophy.

Wish us luck!



1/2 CENTURY MARK-ED

Congratulations to our Logistics Manager Mark who celebrated turning 50 in May.



After a relaxing day off on his actual birthday, Mark kicked off his celebrations with a trip to Sheffield to see the Mötley Crüe, followed by a family meal at his local Italian restaurant.

HEATHLINE TRIO HIT 40

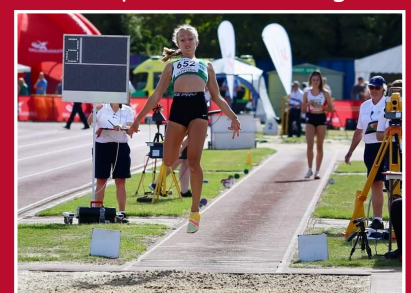
It's a busy year of milestone 40th birthdays at Heathline with its Workshop Controller Craig turning 40 in February, followed by Service Administrator Amanda in June, and finally Lisa, our Business Relations Manager who celebrates her 40th in October. Enjoy 40 in all its glory everyone!



SADIE HOP, SKIPS & JUMPS INTO FINALS

Sadie, the young athlete we're sponsoring this year completed her first ever heptathlon in June, representing Northumberland.

She certainly excelled in her field breaking the all-time Northumberland record, finishing in 2nd place which sees her proceed to the national finals in September. Amazing!





NEW BLOOD BEHIND THE WHEEL

In May we welcomed two new drivers into the business.

Reece Charlton (pictured below right) joined Moody's following a stint of agency work for another local haulage firm giving him great driving experience.



L-R: Lee Roden and Reece Charlton

Lee Roden wanted to pursue a new career and gained his Class 2 licence independently having worked in the motor trade for years.

More recently, Ben Dixon and Rob Welch secured jobs with us after we advertised experienced Class 2 driver positions.



L-R: Ben Dixon and Rob Welch

Our operations team have been fantastic helping our new drivers as they get to grips with MyNexus and our internal systems.

We wish them all a long and successful career at Moody's.

PEGGY DAZZLES AT NORTHERN EVENTS

It was great to be invited back to Beamish this year as part of the museum's next stage of its 1950s town opening.

Our resident vintage car and truck enthusiast Colin, from Heathline Commercials, ensured that Peggy could be there for a couple of days in May and June.

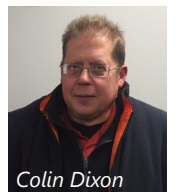
Colin managed to capture some fabulous photos (above) as visitors admired Peggy around the grounds.

He said, "It's always a nice drive up to Beamish in the Bedford, and the weather was kind which

always helps keep Peggy looking immaculate. The new 1950s town is fantastic and Peggy certainly generated lots of interest during the days I was there."

In June Peggy also attended the hugely popular Morpeth Fair Day.

This year saw its biggest vintage car procession to date up the high street, giving spectators a fantastic view of all the beautifully kept vehicles before they parked up.



Colin Dixon

MOODY CUP BIGGEST AND BEST YET!

5th August saw the return of the Moody Cup, a fabulous grassroots celebration of rugby league for players ranging from U6 to U16. 13 teams from the North East, Cumbria, Yorkshire and Lancashire played matches at the Kingston Park stadium, home to the Newcastle Thunder squad.



Our truck mascot Geordie Thunder along with our vintage Bedford Peggy went along to reinforce our support in the event.

Well done and congratulations to the winning teams.

WE'RE COUNTING ON MARTIN!

It's great to have welcomed our new Group Financial Controller Martin Mitchinson to the team.

Martin joined us in April which was perfect timing as we kicked off our new financial year.

With over 10 years' experience, Martin has been getting to grips with our systems and processes, and is already looking at ways to make business improvements.



TEXT ALERTS SET TO BOOST SERVICES

We were selected by Pall-Ex to take part in a NexusETA trial.

The objective of the trial was to measure two things:

1. The adherence of the drivers drop sequence compared to the planned route
2. The success of a two-hour ETA window

Two of our drivers, Paul and Steve helped and were monitored on their deliveries in August.

GAS-P! MORE BUSINESS IMPROVEMENTS

This year we have invested in a Calor bulk tank within our site, whereby drivers and warehouse staff can be self-sufficient in refilling our forklift gas canisters when they're running low.

This cost-effective business improvement will not only reduce our overall carbon footprint and improve stock control, it will also cut our drivers' manual handling of LPG bottles and therefore their risk of injury.

Delighted to report our trial went well with both drivers achieving a 100% ETA success rate.

Operations director Richard Moody said "It's a privilege to be involved in the development of MyNexus and part of a member-owned network that places huge importance on the technological advancements that will really benefit our customers."

Watch this space for a roll-out!



Mark Fisher using the new Calor gas tank equipment

Paul, operations manager said, "Moving to refillable gas canisters is a great step forward for the business and reinforces our environmental objectives, by reducing transport mileage of the LPG."

THE MOODY'S AT NUMBER 10



On 14th August our Chairman Alan along with daughter and MD Caroline travelled to London after being invited to attend a Northumberland Summer Reception at 10 Downing Street.

Blyth Valley MP Ian Levy invited business leaders from Northumberland to thank them for their help to date.

DEVELOPING OUR NET ZERO INITIATIVE

We are continuing to develop our ability to track and report the CO2 journey of delivered goods which we hope will help us secure further contracts with those current and potential customers wishing to achieve corporate emissions targets.

We're also implementing driver improvements which look to reduce overall mileage by more efficient route planning, and already monitor drivers through our vehicle fleet management system to increase efficiency by switching off their engines when the truck is not in use and by

avoiding harsh braking and fast acceleration.

Caroline Moody, said: "We are constantly updating our fleet to ensure we operate the most fuel efficient trucks but by undergoing this green audit, it allows us to better understand our own carbon footprint so that we can further decarbonise our operations.

"Some of our corporate customers are now asking for the carbon tracking of the goods we deliver on their behalf, so I'm delighted that we are working with them to develop a process to do just that."

OUR FABULOUS 'FORE'



On Friday 14th July we supported and sponsored our customer Grundfos' golf charity day which took place at the George Washington Golf Club.

All funds raised on the day went to the Tyne and Wear branch of MND Association.

Our fourball (Above L-R: Scott from B&B Attachments, Phil Crawford, Craig from DC Handrails, and Craig from B&B Attachments) played an impressive 18-holes which managed to clinch them overall 2nd place!

Pictured below basking in their glory with their winning prizes.



SPOTLIGHT ON... CLAIRE DODD



Role:

Sales Administrator

Length of service:

9 years

Describe yourself in 3 words:

Resilient, Protective, Trustworthy

What is top of your bucket list?

Go on safari in Africa

What's your biggest achievement?

My two children

Your last meal would be...

Aromatic duck

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

Tom Hardy's wife!