

In the Mood Newsletter



Autumn/Winter 2024

Welcome to In The Mood.

It's been a whirlwind few months at Moody's, with record-breaking delivery and collection targets, driven in part by taking on over 100 daily Fortec deliveries within the Pall-Ex Group. While exciting, this rapid growth comes with its challenges, so we've focused on spreading kindness across the business through our company-wide Kindness Campaign.

Kindness doesn't have to be grand - sometimes it's a small gesture or a kind word that makes all the difference. As we head toward Christmas, a season that inspires generosity, we hope this spirit lasts all year, extending to our colleagues, managers, customers, and suppliers.

Guided by our campaign motto, "Driven by Kindness," we encourage everyone to nominate a team member for a Kindness Award. If someone has gone above and beyond, let us know so we can celebrate their actions with a special treat!

Thanks as always for your kindness to us, your business is never taken for granted!

Our kindest wishes for Christmas season and 2025.

Caroline

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MOODY'S LANDS MAJOR FORTEC DEAL



In September, we expanded our palletised delivery operations by being appointed as Fortec's distributor for the North East region, which we anticipate will boost our palletised delivery business by 20%.

This exciting new partnership with Fortec, sister company of Pall-Ex, means we have already hired two new HGV drivers to reflect the growth in our delivery volume.

The palletised goods are collected from Fortec's distribution hub in the East Midlands and we're now looking to maximise revenue by securing additional freight within the North East for the south-bound leg of the journey.

We were selected as a distributor partly due to our long-standing relationship with Pall-Ex Group, which acquired Fortec in 2020, and our expertise within the palletised sector.

Barry Byers, Pall-Ex Group Managing Director – UK Business Units, said, "Moody Logistics and Storage were an obvious choice for this partnership in the North East, as long-standing member's that consistently deliver quality services. It's a fantastic opportunity for Fortec and Moody Logistics to work closely to benefit from growth in the area and we are looking forward to seeing the positive effect this will have on the network."

Caroline, MD of Moody Logistics, said: "This partnership represents an important growth opportunity for Moody's, and as a result we have expanded our team by welcoming two new HGV drivers. Our goal remains to reduce any 'empty' miles by generating more freight from the North East for the return journey to Fortec's distribution hub that will further boost the revenue potential."

ON THE UP WITH £40K INVESTMENT

Heathline Commercials has invested over £40,000 in eight new column lifts to expand its capacity for servicing and repairing commercial vehicles.

The company replaced its four original lifts and added four more, enabling technicians to work on fully laden trucks for the first time. Each lift can handle up to 7,500kg and can be configured in sets of four, six, or eight.

Gavin Cape, engineering director of Heathline Commercials, said: "This investment has upgraded

our old vehicle lifts, which limited our operations. With eight mobile lifts, we can now service fully laden trucks for the first time, eliminating the need to unload them before repairs.



It's more convenient and efficient for customers, and the additional lifts let us work on more vehicles simultaneously."

BACK-TO-BACK WINS FOR MOODY'S

Moody's has been honoured with its second consecutive Pall-Ex Operational Excellence Award for the North East and Scotland in the latest UK member conference, held at Hilton Birmingham Metropole.

The prestigious accolade recognises exceptional performance which spans the UK and Europe, and is awarded to the highest performing hauliers.

We were recognised for our outstanding compliance, quality distribution, and service excellence, key criteria in the Pall-Ex Group's Diamond Excellence scheme.

It marks the second time we have claimed the top spot in the region, having previously picked up the 2023 award.



L-R: Barry Byers, Managing Director of Pall-Ex, Marc Batey Pall-Ex's Regional Director for Scotland and North East, Richard Moody and Kevin Buchanan, Pall-Ex Group Chief Executive Officer.

Richard Moody, operations director AT Moody's said: "Winning this award for a second year running is a reflection of the dedication of our entire team.

We pride ourselves on providing customers with a high standard of service, and this recognition reflects our commitment to operational excellence across the board."

SMALL BUSINESS OF THE YEAR WINNER

We're thrilled to announce that Moody Logistics has won the Small Business of the Year award at the Best of Northumberland Awards 2024! The ceremony, held



L-R: National World's Publishing Director Tim Robinson presents the team from Moody's; Gavin Cape, Andrea Ranyard, Richard Moody, Paul Johnson.

at the elegant Linden Hall Hotel and Spa, brought together outstanding businesses from across the region, and it was wonderful to be recognised for excelling in our field.

We celebrated in great company, with a table of ten made up of Moody's family and dedicated team members.

Thank you to our incredible team and loyal customers - this award belongs to all of us, a testament to the hard work, passion, and dedication that drive our success every day.

SPONSORING A CHAMP

Moody Logistics and Storage is proud to announce a sponsorship deal with 10-year-old Brazilian Jiu-Jitsu (BJJ) talent, Josh Mitchell from Cramlington.



Last year, Josh claimed the titles of British BJJ Open Champion and British No-Gi Open Champion and is now preparing for major competitions, including the IBJJF Kids European Championships in Portugal and the Belfast Open.

Josh's father, Aaron, shared, "With every competition requiring long travel from Northumberland, Moody Logistics' support is invaluable, allowing Josh to focus on competing and winning."

Caroline, MD of Moody Logistics, added, "Josh's dedication and talent are inspiring, and we're thrilled to support him as he continues to excel in his sport."

WELCOME NEW ADMIN TEAM MEMBERS

We're thrilled to welcome two new team members to our admin office! Sarah Jackson joins us as Sales & Purchase Ledger Administrator, and Rebecca Castle as Marketing Coordinator.

Both bring valuable experience and enthusiasm, and we look forward to seeing their careers grow with us!

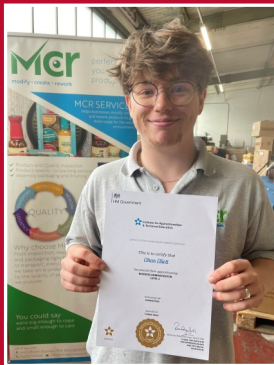




L-R: Craig Summers, Dean Dodd, Kieren Black and Steven Cartwright

ETHAN'S DISTINCTION

We're thrilled to announce that Ethan, who joined MCR Services as a Production Apprentice, has successfully completed his Business Administrator Level 3 qualification - with a Distinction!



Ethan's dedication and hard work have truly paid off, and he'll be continuing his role in supporting clients, working closely with Matthew, MCR's Production Manager to deliver excellent service.

IT'S BACK... DRIVER APPRENTICESHIP

After a two-year break, we're delighted to welcome our new driver apprentice, Jordan Whittle, to the team. With a strong background in warehousing and transit van driving, Jordan brings valuable experience and enthusiasm to his journey toward becoming an HGV driver.



PASSING THE 'APPRENTICESHIP' BATON

Heathline Commercial has bolstered its expertise by recruiting and developing apprentices as part of its strategy to tackle a nationwide shortage of skilled HGV technicians.

When direct recruitment of fully-qualified technicians proved challenging, the business drew upon experienced HGV drivers from Moody's who were already looking to transition their careers away from the road and to develop new technical skills.

Dean Dodd, a Class 1 driver joined Heathline as a semi-skilled labourer, assisting and learning from qualified technicians while using his HGV license to help test-drive trucks ready for MOT.

In October, he started an HGV Technician Level 3 apprenticeship, marking an exciting new chapter in his career. His former position at Heathline has now been filled by Steven Cartwright, who

previously joined Moody's in-house apprentice driver scheme in 2022.

The team's expertise has expanded with the advancement of Craig Summers who completed his Level 3 apprenticeship earlier this year.

Kieren Black has also joined the team this year and plans to build upon his skills by undertaking an HGV technician apprenticeship.

Gavin Cape, Engineering Director at Heathline said: "Direct recruitment of qualified technicians was proving extremely difficult, but we've successfully expanded our team by creating flexible career pathways tailored to individual aspirations and skill sets. This approach is helping us tackle the industry-wide shortage of skilled HGV technicians while improving employee retention across the wider business by offering valued staff opportunities for new skills and growth."

CAROLINE'S CEO SLEEPOUT SUCCESS

Our MD, Caroline, swapped her office chair for a sleeping bag to join CEO Sleepout UK at the Stadium of Light, raising funds and awareness for homelessness in the North East. This cause is close to her heart, supporting Core Foundations - a charity she and her husband Phil launched last year. Caroline had a fantastic team of 10, including customers and suppliers, joining her in this effort.

The team has surpassed their £8k

target, nearing £11k—all to help people rebuild their lives.



DANCERS SHINE ON THE GLOBAL STAGE

Moody's has sponsored a dance team from the North-East that has finished an incredible seventh in the prestigious Dance World Cup 2024 in Prague.

We agreed to become a sponsor after learning that 12-year-old squad member Abbie, was the niece of our driver Mick Walton.

Thanks to our sponsorship the team received new kits to wear as part of their trip to the Czech Republic to compete and ongoing training programme.

Our MD Caroline Moody, said: "We are incredibly proud to have supported the Evo Elite dancers on their journey to the Dance World

Cup. When Mick told us about his niece Abbie, and the team's ambition to compete on the international stage, we knew we had to help.

It's heartwarming to see the hard work of these young North East dancers pay off, and we're delighted that our support played a part in their amazing success."



DRIVEN BY GROWTH: OUR NEW TRUCKERS

Since landing the Fortec distribution deal in September, it's been a busy and exciting time for us as we've welcomed a flurry of new drivers to the team—Dave, Eugene, Andy, Ryan, Jay and Mark—and Jordan our apprentice!

The increased workload has kept everyone on their toes, but our drivers, both old and new, have embraced the challenge with an outstanding attitude.

We're incredibly grateful for their

hard work and dedication during this time of growth, and we look forward to continuing this positive momentum as we move



RUNNING FOR A GOOD CAUSE

Three of our fantastic team members laced up their running shoes and took on the iconic Great North Run, raising over £1500 for charity in the process!



Our driver Ben ran the half marathon for the second consecutive year in 2 hours, raising

an impressive £635 for Prostate Cancer Research.

Ethan from MCR Services, taking on the challenge for



the first time, raised £550 for Children North East and completed it in 2h 27m.



Finally one of newest drivers Ryan, also a first-timer, crossed the finish line in a remarkable time of 1h 37m, with all his sponsorships supporting the Newcastle Cat and Dog Shelter.

Huge congratulations to Ben, Ethan, and Ryan for their incredible efforts - both on the course and for their chosen causes!

TEE-RIFIC TIMES FOR CHARITY

It was the perfect summer's day at Tynemouth Golf Course in August for the YMCA North Tyneside charity golf day.



Moody's sponsored a hole and sent a four-ball team including John, Scott and Craig from B&B Attachments, and business consultant Phil Crawford.

Huge thanks to our team for 'pitching in' and helping raise money for such a worthy cause, £4,800 was raised on the day!

SPOTLIGHT ON... PAUL JOHNSON



Role:

Compliance & Operations Manager

Length of service:

10 years, 10 months

Favourite part of your job:

Variety of the role

Describe yourself in 3 words:

Versatile, Social, Eccentric

What is top of your bucket list?

Retire to Spain

What's your biggest achievement?

Finding a wife that has put up with me for the last 39 years!

Your last meal would be...

Chicken tikka masala, keema rice and keema naan from Concord Tandoori