



QFS NEWSLETTER

OCTOBER 2024

Good morning everyone and welcome to the second QFS newsletter. This issue will contain:

- Interview with Branch Manager, Danny Orme
- MacMillan Coffee Morning round up
- Branch focus – East Midlands
- Brand new puzzle for October!

Make sure you keep reading for the chance to win a £20 amazon voucher!

QFS Excellence Award

A huge congratulations to the September winner of the QFS Excellence award – Nigel Ball in our Sheffield branch! Nigel goes above and beyond to ensure the Sheffield Account Managers are supported to a superb level, allowing them to produce the excellent results we see month by month.

They couldn't do it without you, Nigel. Well done on your deserved award!



Don't forget to cast your vote next month! All you have to do is email Management@qualityfreight.co.uk with your nomination and a sentence to express why you think they should win.

Branch Focus – East Midlands



[L-R: Declan, Clare, Steph, Danny, Dan, Thomas & Jack]

What the staff are saying:

[Clare Castledine - Senior operator](#)

Glad to be part of the team here at EMA. I've worked in the industry for more years than I care to remember and I feel that my experience really counts for something with QFS.

[Declan Coyne - FAM](#)

Time seems to fly when you're having fun – I can't believe how quickly the last 5 years at QFS have gone! As a FAM, I like how we are not limited to one particular mode of transport and enjoy getting stuck into larger projects.

[Steph Orme - Operator / Admin](#)

I've been with QFS just over 2 years now and I'm learning new areas within the freight world. I like the flexibility that the company offers to run alongside my university course work. I think my dad was a little shocked a few weeks ago when my twin sister (who doesn't even work here) and I beat everyone into the office!!



[Jack Sandhu - FAM](#)

I feel so proud to be part of the EMA QFS team. Working alongside these guys is a true pleasure and we are always here to help each other out to get the best out of what we all love to do.

[Dan Hardy - FAM](#)

After just passing my 3 year anniversary at QFS EMA I have to say what a team we have here! We're now due to move into our new office in January and I look forward to getting stuck in and enjoy the new surroundings.

[Thomas Key - FAM](#)

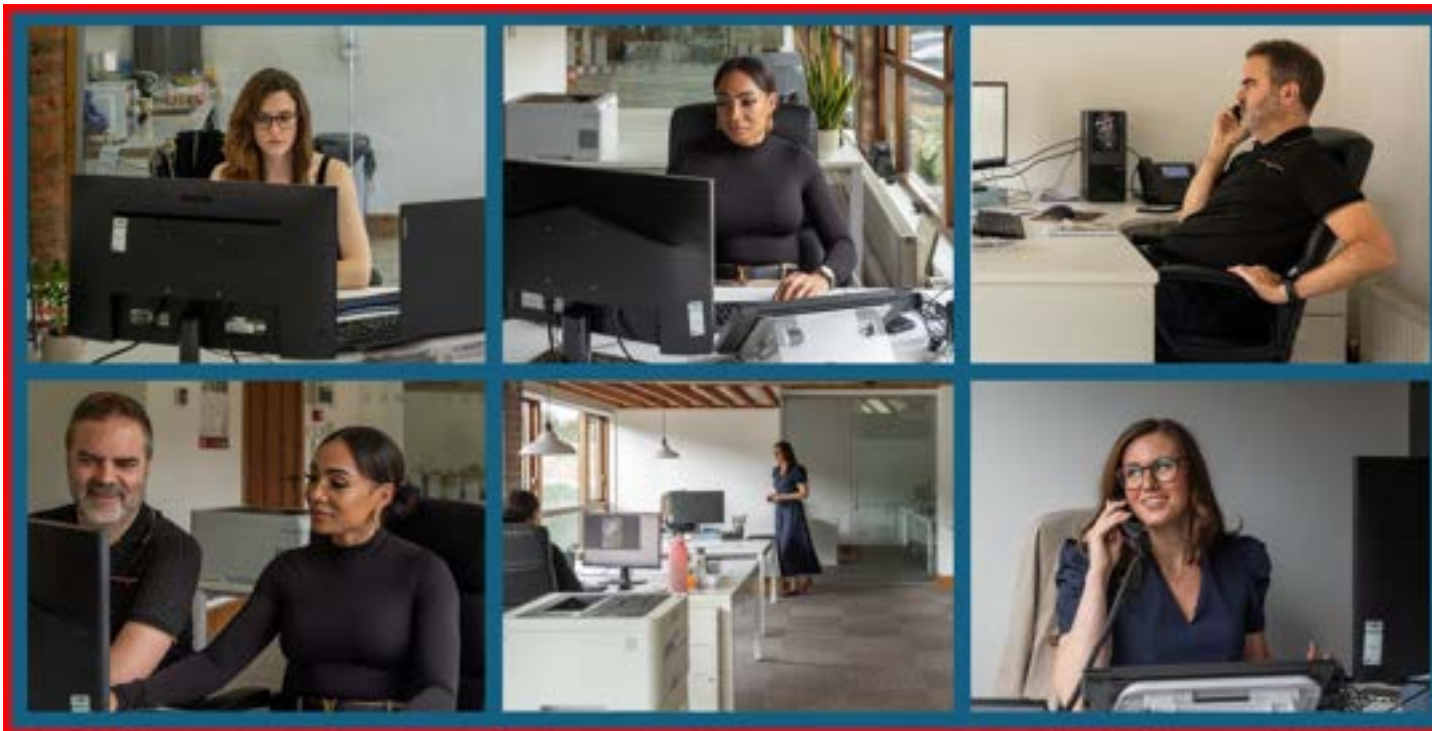
It's great to see just how far the EMA office has come. From joining as the first Account Manager almost 6 years ago in a small two-man office, to a team of 7 staff and always growing. I'm excited to see what the future holds, so onwards and upwards!
When I'm not in the office I like to spend time racing my classic cars.



Catch Up With MK

A few words from Matthew Martindale as they settle into their new office:

“We’re settling in well and it’s been really great having this fresh start and a new environment for us all to come to together as one team. I’ve just about mastered fire alarm testing, got some new locks put in, got a bin collection ordered, arranged a cleaner etc. Still a few more things to do to get it just right as our long-term home (and to keep our compliance manager happy)! My talented sister’s been and taken a few photos too, which I’m pleased to share with you all.”



Charity Focus

On Sunday 22nd September, Daisy Cook took part in the Moor Park 10K for Michael Sobell Hospice. This is a cause very close to her heart as this hospice looked after her mum during the end of her battle with breast cancer. Her dad is also due to complete a fundraiser for prostate cancer UK which, unfortunately, he has been now diagnosed with.

They would like to say a **huge** thank you to everyone who supported them for their fundraisers - both charities have **double** their targets!



You can still donate via the following links:

https://www.justgiving.com/page/daisy-cook-172657743228?utm_medium=fundraising&utm_content=page%2Fdaisy-cook-172657743228&utm_source=copyLink&utm_campaign=pfp-share

https://www.justgiving.com/page/david-cook-1726389958432?utm_medium=fundraising&utm_content=page%2Fdavid-cook-1726389958432&utm_source=copyLink&utm_campaign=pfp-share

If you're raising money for a good cause and would like to be featured in the next newsletter, please send all the details to media@qualityfreight.co.uk and you will be included to promote the charity that you're involved with. **Let's make a difference together!**

MacMillan Coffee Morning

In similar news, we would like to say **THANK YOU** to everyone who participated in the MacMillan Coffee Morning and helped make it such a huge success.

Not only did we absolutely smash our original target of £250, we managed to make a whopping donation to such a worthy cause.



If you donated a cake, a cup of coffee, or managed to make a cash donation – thank you! Your contribution does not and will not go unnoticed by all the people our donation will help.



Please see attached the MacMillan round up for more amazing photos!

If you didn't get a chance to donate, don't worry, it's not too late.

Use the following link to donate:

Sustainability Lead Article

QFS has been spotlighted in Courier News for our sustainability initiative.

You can read the full article for yourself right here:

[Quality Freight Services takes sustainability lead](#)

Interview With Danny Orme - Branch Manager, East Midlands

**"We have an amazing and committed team here, collectively,
nothing seems impossible."**

What has your journey at QFS looked like so far?

October 2017

My QFS journey started in 2017 when I took a call from a recruiter (coincidentally called Danny) who told me that a businessman called Martin Johnson wanted to talk to me about potentially opening up a freight office at EMA. Of course, I jumped at the chance and made my way up to Shipley the following morning.

After a couple of hours chat and several analogies about both our backgrounds and what our visions were, we shook hands and I drove back to Derby in good spirits.

The following week I was back in Shipley to see Martin again. After another couple of hours chatting and several more analogies, Martin and I shook hands and we were game on.

November 2017

So, on November 1st, with the help and support of Duncan, we opened QFS EMA in a tiny two-man office at Regus East Midlands Airport.

My first few weeks were mainly spent on the phone, getting the first clients through the door, along with setting up dozens of new supplier accounts to handle the business.

December 2017

Thomas Key got in touch with me after word got around that there was a new opportunity here at the airport. I'd known and worked alongside Thomas in previous employment and I knew him to be solid and reliable. So, in January 2018, we became a two-man band.

February 2018

In early 2018, I set up the company's first clearance badge here at EMA and actioned the first in house clearance, which was a consignment of flowers from Bogota.

Over the next few months, we continued to recruit. This saw Tom Palmer and Declan Coyne join the team.

Further additions to our team came over time - Matt Gale, Jack Sandhu, Clare Castledine, Dan Hardy, and then, most recently in 2022, Steph Orme, my oldest twin, joined our team. We have an amazing and committed team here, where everyone has their individual strengths. Collectively, nothing seems impossible.

April 2018

I suggested to Martin that we might want to consider opening an LHR Branch, and I introduced an acquaintance to be put forward for the manager role. Not long after, QFS LHR was born.

After a couple of years with many ups and downs and two failed Branch Managers, the Heathrow team found themselves without a manager. Feeling partly responsible for the branch at Heathrow, I didn't think twice about putting my name forward to move down to LHR a few nights a week and manage them alongside EMA.

I found it tough at times with the commuting and long hours but the LHR team showed extraordinary grit and determination. We worked extremely hard over the next few months to move the branch in the right direction. The guys down there are an absolute credit to the company, with their input and loyalty, the branch is what it is today.

October 2022

Then Grant and Paul came along. So, after just over a year of me working at LHR, Batman and Robin took over and unless I'm very much mistaken, are running the top performing branch in the company. Well done everyone at LHR!

2021 - 2022

The company gave Matt Gale and Tom Palmer the opportunity to leave EMA and open up their own branches in Leicester and Birmingham. These were amongst my proudest company moments, watching these two young lads move on to do their own thing and become successful in their own rights.

2024

I think the key to a successful branch is in the staff for sure – I'd like to personally thank everyone who's helped and supported me over the last 7 years. This includes my team here, all the LHR guys, the Customs Department, Accounts Department, and way too many more to mention! In particular, a shout out goes to Martin, Steve, Duncan and Tracy – Thank you for the opportunity!

2025

We've moved offices 8 times within Regus over the last 7 years, to cater for the size of the team. We're due to move again at the start of next year so we're looking forward to the New Year and fresh office space for 2025!

What's your favourite way to spend your free time?

Abroad. I love to travel to different foreign countries a few times a year, whether that be on my own, with colleagues, or with my mum and daughters (and always with my laptop)!

A close second to holidays is riding one of my motorbikes (don't ask how many I have), which is a passion I developed from my dad. The below pictures were both taken at work and are of Declan taking a pillion ride with me on my Suzuki GSXR 750 and my Ducati V4 Speciale, which I bought earlier this year.



What's the number one thing on your bucket list?

To set up a QFS office in Spain. I've always dreamt of moving there, to work and retire. What could be better than having a QFS team in the sun? I think it's always important to have ambitions and goals - this would be mine.

Congratulations!

We would like to say congratulations to two very special women who have recently got married!

Cheralyn & Marc Coleman - QFS Milton Keynes
29.09.2024



Helen Smith & Husband Martin - QFS Manchester
05.10.2024



We wish you all the best for the future! ♥

QFS Turning 30!



As you know we celebrate our 30th anniversary next year! We can now share further details with you all so you can start to plan your attendance. We have booked the restaurant at Owlerton Greyhound Stadium in Sheffield. We hope you can all attend to celebrate this fantastic achievement.

If you haven't booked your tickets yet, please use the following link:
[QFS 30th Anniversary Celebration Tickets, Sat, Aug 16, 2025 at 6:00 PM | Eventbrite](#)

Puzzle

First off, I just wanted to say thank you to everyone who participated in the puzzle last month. It was really great to see so many people getting involved. We know you're all excited about these puzzles but please refrain from pushing your colleagues out of the way to get to the printer☺

Please see attached, the puzzle of the month – a 'Frightening Freight' crossword! You'll find hints for classic Halloween fun as well as some things we'd be very scared to see in the freight industry!

If you're the very first person to complete your crossword and send it back to media@qualityfreight.co.uk, you will win a **£20 Amazon gift voucher!** You have to be in it to win it!!

September Winner

As for the September winner, receiver of her very own voucher and bragging rights – [@Daisy Cook!!](#) Congratulations, Daisy. Your prize is on its way to you!

Don't Forget!



We're hosting our very own best office decoration competition for Halloween!

To take part, all you have to do is decorate your office, take photos of the finished product, and send them over to media@qualityfreight.co.uk where they will be judged by senior management and the winners revealed! Get creative with it and be sure to sink into the team spirit.

You have until 12 noon on October 31st to get your entries in!

We would love to see pictures of your decorating process so send them over to media@qualityfreight.co.uk and we will have an extra special Halloween edition showing everyone's creations.

If there's something you would like to see highlighted / discussed in the next newsletter, please reach out and let us know. We would love your feedback!

For regular updates follow [Quality Freight Services](#) on LinkedIn.

Thank you all for reading and we hope you have a quality day!

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