

NEWSLETTER



The winner of our April Company Excellence Award is Matthew Bishop from our Leicester office!

Matt does a terrific job keeping a busy office that is heavily focused on sales, operationally sound. He's a key part of the branch there & the team were keen to portray their gratitude to him with a few words below;

"Matt always goes above and beyond for the office and for others in the company at every opportunity. He takes huge pride in his work, it's a pleasure to work with someone that genuinely cares and that shows in everything he does. Apart from this, he's just a really lovely guy to have around, I'm sure anyone that has worked with him will tell you the same. Thanks for everything you do, your efforts really don't go unnoticed." - Matt Gale

Well done Matthew on the deserved award!

If you have a colleague in mind who has gone, or frequently goes, above and beyond for our business, we want to hear about it and we want to celebrate it!

All you have to do is email management with your nomination and a sentence to express why you think they should win.

Good morning everyone and welcome to May's QFS newsletter. This issue will contain:

- Team spotlight - Customs
- Interview – Joel Grant
- Mental health resources
- New charity focus
- Meet the new starters
- Brand new puzzle for May!

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

We hope you had a fantastic bank holiday!



MENTAL HEALTH FOUNDATION
MENTAL HEALTH AWARENESS WEEK
12-18 MAY 2025

Being part of a positive community is good for mental health and wellbeing.

Thank you for being part of our community.

Quality Freight Services Ltd

www.qualityfreight.co.uk

INTERNAL TEAM SPOTLIGHT

CUSTOMS



[L-R: Rachel Berney, Bohus Belujsky, Matt Speight, Judith Felix, Joyce Arthur, Mike Quirk]

Matt Speight Customs Manager

I have been in the Freight Forwarding industry from leaving school 37 years ago now, I always thought I would be a professional footballer in my younger days but as soon as I got the taste for beer that put a stop to that so after finishing school and going on my first lads holiday to Ibiza I decided I needed to get a job so I went for an interview with Nord Anglia who would place you with Freight Forwarding companies so my first job was at S.Boardman Air Services(nothing to do with Stan Boardman the comedian)who were based at Manchester Airport with the office literally backing on to the runway so I would start the day smelling of the fresh essence of Brut(the young ones wont know what brut is but it was before they developed Lynx)then finishing the day smelling of aviation fuel earning £35.00 a week and out of that I had to give my mum £10.00 keep but still managed to go out Friday/Saturday/Sunday(how things have changed). I have worked for a few Freight Forwarders but not that many with my longest stint which was over 18 years with a company called would you believe it MAT Air & Ocean Freight and I used to have a company van with the logo MAT splattered all over it which didn't allow me to get away with very much because everyone knew where I was(there's MATT with his MAT van). MAT Air & Ocean Freight were part of MAT Transport and no I was not part of the Brinks MAT robbery at Heathrow before anyone asks, I learnt my trade at MAT Air & Ocean Freight in all aspects of Freight Forwarding, airfreight, sea freight, Customs you name it I have done it for which I have a lot to thank them for or maybe not some may say but they were good times. I probably could write a book with the stories I have but I do not want to bore you too much so my final chapter and hopefully my last if Duncan can put up with me until I retire started just over 4 years ago and it's probably the best move I have made, it was tough at the beginning with Brexit etc but we have built a team on the Customs Dept which personally I can honestly say is one of the best teams I have worked with throughout my career, the guys are unbelievable, they work extremely hard and are very knowledgeable and the bond/teamwork we have between ourselves is second to none which makes me extremely proud because others do not see how close all of us are

Anyway enough from me because I have probably bored you all to death but just wanted to give you an insight and give you a bit of a giggle and maybe you might think that I'm not that miserable as I come across but the next time someone tells me that they have vehicle 1 hour away from Calais having travelled all the way from Poland and you need the Customs clearance done asap because he's crossing that evening but doesn't actually arrive for another week might actually tip me over the edge(you can't kid a kidder).

I like my role because every day is different because you're dealing with so many different scenarios, it keeps my brain ticking at my age. I played football with Mark Owen from Take That in my younger days before he became a pop sensation! I still don't understand why he didn't invite me to join the group as I'm much better than Robbie Williams - My life could have been so much different. I love all sports, football was my passion when I was younger. Below is a picture of our team winning a final - can you spot me and one other member of the Quality Freight team?



INTERNAL TEAM SPOTLIGHT

Jonathan Weeks Customs Operator

I have been with Quality Freight for 2 and a half years now. I enjoy it when annoying queries from a government department get resolved, the quicker the better! One thing that is somewhat interesting about me is I produce pen and ink artwork in my spare time, some of which has been picked up and used for T-shirt designs. I'm even thinking about getting my own silk screen printer and producing my own! I'm a big fan of cult films, mainly 1960's -1980's horror, action films and spaghetti westerns. One place I'd love to visit is Mini Hollywood in Almeria, Spain as it has various sets from some of my favourite films – just need to convince the other half to go with me as she hates westerns!

Joyce Arthur Customs Operator

I've had the pleasure of working for Quality Freight Services for 2 years now. The best things about my role is the sense of accomplishment when a task is completed, the interaction with my colleagues and learning new things as the customs rules are forever changing.

Bohus Belujsky (Bo) Senior Customs Operator

I have been working at QFS for 4+ years and my favourite part of my role is helping people which is why I almost always have my laptop with me! I played the violin for 15 years and a skill I would like to learn is kite boarding.

Judith Felix Junior Customs Operator

I have only been with Quality Freight for 6 months but I already enjoy my role as a customs clerk as it involves a lot of data entry which I like doing. I also enjoy learning about the freight industry and gaining more knowledge that helps me to carry out my daily tasks. Something interesting about me is I can speak 3 languages: English, Italian and Spanish.

CUSTOMS

Leah Moore Customs Operator

In July I will have been with Quality Freight for 4 years. What I enjoy most about my role is the constant variety and fast-paced nature of the work. Every day brings new challenges and at the minute opportunities to learn, which keeps things fresh and engaging. I thrive in a busy environment where I'm continually developing new skills and gaining knowledge. As I'm still new ish to the team, it's been a great way to quickly get involved and start building confidence in my role. Traveling around the world is at the top of my bucket list. I'm excited to explore new cultures, taste unique foods, and experience the beauty of different places. It would be an adventure that will create unforgettable memories that you can't always experience by just going on holiday!



Mike Quirk Customs Operator

I have been working here for over 4 years now. There are constantly changes to the rules and regulations within Imports and Exports, some people may call me a saddo, but I like to keep up to date with the changes that may affect us in the future. Something interesting about me is I lived in Canada during my high school education for 4 years before moving back at 18. So, my apologies if my emails are atrocious! I would love to travel to Japan, it's one of those places I would love to say I'd been too.

Vanessa Minshull Customs Supervisor

I have been with the company for 4 years but this is my 35th year in the industry having started two days after leaving high school, as a junior on 40.00 a week (those were the days) as the saying goes nowhere else satisfies once in the freight forwarding industry. I tried to leave and try something new once but was soon drawn back in. I do enjoy guiding new members of staff and any others who need any assistance, passing on the knowledge I have where possible (gained mostly just from experience bad and good which moulds you) the fact everyday remains a learning curve for us all makes every day interesting. Working on the customs department in Manchester undoubtedly is the strongest group of like minded individuals I have ever had the pleasure of working with. Every single member of the department pulls together with one goal to achieve being a team which I love to be part of. My bucket list grows constantly, but I travelling to as many warm, new countries as I can with my daughter I guess to have new experiences, before she is all grown up and flies the nest like my older sons already have.



[L-R: Judith Felix, Rachel Berney, Joyce Arthur, Vanessa Minshull, Bohus Belujsky, Jonathan Weeks]

Rachel Berney Junior Customs Operator

I have only been with the team for 2 months and as a complete novice to the industry I really enjoy learning a new skills in a fast-paced work environment like this, no two days are the same. It helps that I work as part of a really supportive and helpful team! Something interesting about me is I did a Skydive to raise money for Wigan and Leigh hospice even though I am terrified of heights! I also cut off all my hair to raise money and donate to the Princess trust. The number one thing on my bucket list would be the coast to coast walk across the UK.

INTERVIEW - Joel Grant

Route Development Manager

How long have you been with the company?

I've been at the company for over 6 years now, I joined Quality Freight Services in March 2019.

What are you most proud of, from your time at QFS?

In 2023 I did 3 part charters of massive steel plates from Belgium to South Africa, I got to go out to Liege and watch one of the shipments load on to the plane which was a great experience... That would be the job I'm most proud of. Being a successful account manager is something to be proud of as it isn't an easy role to excel in, succeeding as a FAM has given me the opportunity to move in to my new role as Route Development Manager so I am proud of my time as a FAM in general.

How are you adjusting to your new role as route development manager?

So far so good, I am enjoying not being mithered by customers at all hours of the day!

What do the next 12 months look like for you in your new role?

Currently I am working my way round the branches to meet the teams and see how I can assist with pricing and operations on Ocean exports whilst we are waiting on the new system to go live. As soon as we can get the data relating to company wide shipments and volumes I imagine I will be looking at a lot of spreadsheets and reports so that we can sit down in front of Consolidators and Shipping lines with an overview of what the entire business moves which will enable us to buy better rates in bulk. Once it's been done on exports I will start working on imports, the plan is to put the business in a stronger position on both for the start of 2026.

What are your longer term goals for this role?

To be successful and to help FAMs and the business be even more profitable.

"The plan is to put the business in a stronger position for the start of 2026."



Stewart

What are you most looking forward to with your new role?

The point where the work that has been put in eventually pays off, seems a long way off at the minute but the data from the new system is going to help massively.

What's your favourite thing to do in your free time?

Drinking Guinness, having BBQs, playing golf and walking the dogs.

Where in the world would you most like to visit?

Thailand & Vietnam

Mental Health Awareness Month

May is Mental Health Awareness Month and we want to make sure that every colleague at QFS has the access to any resources they may need.

The theme this year is Movement: **'Moving more for our mental health'** Whilst we're always working to create a positive, supportive, and happy workplace for everyone, we hope you find a moment to reflect and recharge this month.

The Wisdom App is available to all Quality Freight Services Ltd staff – Details can be found on the Intranet (Documents > Personal Resources and Employee Wellbeing), where support is available 24/7, 365 days a year.

You can also find resources [here](#).

Remember: you never truly know what someone is going through so be kind!

Marie Curie Bikeride Fundraiser

Angela's husband is cycling to raise money for Marie Curie Bradford Hospice and would appreciate your help!

A few words from Angela:

"My amazing but slightly bonkers husband + a few friends will be cycling from Bradford to Hornsea approx. 180 miles (if they don't get lost!!) on Friday 4th July and then on Saturday 5th July they will be cycling from Bradford to Morecambe approx. 160 miles!"

A little about the Marie Curie Hospice in Bradford:

The Marie Curie Bradford Hospice supports people living with a terminal illness and those closest to them to live as well as possible.

The Hospice is often very different from what people expect it is a warm, friendly space with beautiful gardens, delicious home-cooked food and personalised care. Every person is treated as an individual and helped to reach their goals and fulfill their wishes. A team of nurses, doctors, social workers, physiotherapists, chaplains, bereavement counsellors and pharmacists work together, putting every person at the center of their care.

Throughout Covid-19 Bradford Hospice teams have been working around the clock to continue supporting local people. Death, dying and bereavement is at the forefront of people's minds and Marie Curie knows what a difference the right care at the end of life can make.

All sponsorship donations will be greatly appreciated and can be made via the link
[340 mile 2 day Marie Curie Bradford Hospice cycling Challenge](#)

CHARITY FOCUS

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 and you will be included to promote the charity that you're involved with. Let's make a difference together!



MEETING THE NEW STARTERS



We would like to take this time to introduce our new starter, who joined the QFS family in May. Please be sure to give them a warm welcome!

Welcome, we can't wait to see what you achieve!



PUZZLE

We want to say thank you to everyone who participated in the puzzle last month, it's really great to see so many people getting involved!

As for the May puzzle - please see attached a Customs word search!

To **WIN** All you have to do is find all 10 of the customs words. Once finished send back to Media@qualityfreight.co.uk if you're first you will win a £20 Amazon voucher!

As for the April winner, receiver of their very own voucher and bragging rights – **Joel Moore!!** Congratulations, your prize is on its way to you!



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

Thank you all for reading, we hope you have a Quality day!

