



HomeSafe Alliance Media Kit/Press Resources

About HomeSafe Alliance

HomeSafe Alliance is the exclusive household goods move manager for U.S. service members, Department of Defense (DoD) civilians, U.S. Coast Guard personnel and their families under the Global Household Goods Contract (GHC). The GHC is designed to fix long-standing limitations of the military move system that have caused service members unnecessary frustration. As the prime GHC contractor, HomeSafe is revolutionizing the military move process.

For years, military families have complained of highly stressful move experiences: missing and broken belongings, delays in pick-up and delivery, no-show moving crews and confusion about whom to call when things go wrong. HomeSafe was founded on the belief that these families – who sacrifice so much in service to our nation – deserve better. HomeSafe is on a mission to deliver better.

HomeSafe leverages advanced technology and personalized customer service to provide streamlined relocation experiences. HomeSafe manages a network of partner commercial moving companies that perform move services, including packing, transportation and delivery. Together with our partners, HomeSafe is making each military move better than the last. For a full breakdown of the improvements service members can expect when they move with HomeSafe, please see the section titled “How HomeSafe Improves Military Moves” on the next page.

U.S. Transportation Command, which awarded the GHC to HomeSafe, is currently phasing in the contract. During this process, the government assigns certain moves to HomeSafe to manage. Once the contract becomes fully phased-in, HomeSafe will manage all military moves both domestically and internationally.

HomeSafe is a joint venture led by KBR, a highly trusted government contractor that delivers science, technology, and engineering solutions to governments around the world. KBR has a long-standing history of successfully fulfilling DoD contracts and has proven expertise in global supply chain management. HomeSafe was purpose-built to serve military members and their families. Our team includes primarily military veterans and military spouses along with experts in government contracting and the household goods industry.

HomeSafe Notable Numbers and Dates

GHC Total Ceiling Value  \$20 Billion	Length of Contract  9.5 base and option years	Annual Military Moves  ~300,000
First HomeSafe Moves  April 2024	First HomeSafe Interstate Moves  September 2024	HomeSafe Move Volume  100%*

**HomeSafe will manage 100% of military moves once GHC phase-in is complete.*

How HomeSafe Improves Military Moves

HomeSafe modernizes and digitizes the moving experience for our nation's military families. Improvements include increased accountability, upgraded customer service, modern technology, convenient tracking, an electronic inventory of household goods and a streamlined claims process.

- ★ **One Move Manager:** Under the GHC, HomeSafe becomes the only military move management company, and HomeSafe only assigns work to moving companies that meet our high-quality standards.
- ★ **Enhanced Customer Care:** HomeSafe offers customer service 24 hours a day, 7 days a week through whatever communication channel works best for each service member: Call, text, email or the live chat feature of our *HomeSafe Connect* technology platform. HomeSafe assigns each service member to an expert move counselor who acts as a single point of contact throughout their move. This eliminates the confusion service members have experienced in the past about whom to contact when they need help.
- ★ **Modern Technology Platform:** *HomeSafe Connect*, our innovative technology platform, is a personalized move portal for service members, allowing them to plan their relocation, access important information and documentation and receive real-time milestone notifications. *HomeSafe Connect* is accessed anytime via the mobile-friendly website HomeSafeConnect.com. Please note: *HomeSafe Connect* is not a mobile application.
- ★ **In-Transit Visibility & Tracking:** *HomeSafe Connect* offers automatic alerts when the move crew is on the way and when they have arrived. Geofencing technology lets the service member follow the crew's progress on a map within 10 miles of the home. Service members can also view the names and photos of all crew members before they arrive.
- ★ **Digital Inventory:** HomeSafe catalogues all household goods in an electronic inventory within *HomeSafe Connect*. The digital inventory gives an accurate snapshot of all items transported during the move, making it easy to verify all items are accounted for and reducing the risk of missing belongings. The digital inventory replaces the hand-written paper inventories service members have struggled with in the past.
- ★ **Simplified Claims Process:** HomeSafe supports a dramatically streamlined claims process in the unfortunate event that something goes wrong during a move. Service members can easily file a claim and receive compensation by working directly with HomeSafe through *HomeSafe Connect*.

Images & Videos

If using a HomeSafe photo or a screenshot from the demonstration video, please credit HomeSafe Alliance.

Video: Click to view a demonstration of the *HomeSafe Connect* Customer Platform for Military Members.

Photos & Video: Click to view content from HomeSafe's first moves.

HomeSafe Logos: These can be found within the ZIP folder downloaded with this document.

Executive Leadership

Bobby Nicholson, *Chief Executive Officer*

Bobby Nicholson serves as HomeSafe's Chief Executive Officer. He assumed the role in January 2024 at a pivotal time in HomeSafe's history, when the GHC moved from the IT-development period to phase-in operations. Prior to joining HomeSafe, Bobby worked in leadership roles at KBR since 2007 and demonstrated his ability to helm major customer-focused logistical programs focused on U.S. service members across the globe. Before his career at KBR, Bobby served nearly three decades in the Army, culminating as a Colonel in the Corps of Engineers and completing a Master of Strategic Studies degree from the U.S. Army War College.



Matt Dolan, *President*

Matt Dolan is the President of HomeSafe Alliance, a role he has held since January 2022. An expert in household goods relocation, Matt brings more than 15 years of experience in the moving industry. Matt retired from the U.S. Navy as a Captain in 2007 after 23 years of service as a Naval Aviator. Matt holds a Bachelor of Arts in International Relations from the University of Notre Dame and a Master of Science in Operations Research from the Naval Postgraduate School.



Social Media

You can find HomeSafe's posts on LinkedIn, Facebook, Instagram, and X.



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Latest News

For the latest press releases from HomeSafe, please visit the Newsroom page of HomeSafeAlliance.com.

Media Contact

Have questions for HomeSafe? Contact the HomeSafe Communications Team at Communications_Team@HomeSafeAlliance.com.