

As the exclusive move manager under the Global Household Goods Contract (GHC), HomeSafe Alliance leverages its network of quality service providers to perform your household goods moves. We hold the moving industry accountable to ensure our partners deliver exceptional moving experiences. Plus, we give you greater control and transparency when interacting with your move crew.

## Vetting Service Providers

HomeSafe thoroughly and diligently vets service providers before they enter our program. We check for three key identifiers:

- ★ **Unique Entity Identifier:** Signifies a company is registered to do work for the federal government.
- ★ **USDOT number:** Assigned by the Federal Motor Carrier Safety Administration (FMCSA) to monitor a company's safety information.
- ★ **Motor Carrier Number:** Assigned by the FMCSA to ensure federal regulations are followed.

We also review a service provider's tax and banking information and their insurance coverage. Using our team's moving industry expertise, we make certain that there are no red flags in a service provider's history and that industry standards are met. HomeSafe's Network Development regional teams also conduct boots-on-the-ground, in-person evaluations and warehouse approvals, which require agents to comply with HomeSafe's standards.

### Background Checks

HomeSafe requires background checks for the crew members who interact with customers or handle / transport shipments.



## Grading Service Providers

To maintain quality in all moves, HomeSafe assigns the most work opportunities to the highest rated agents. They earn ratings through our performance metric called the Carrier Quality Index (CQI), based on service quality, timeliness, and claims.

### Service Quality

Determined by the results of the DoD's Customer Satisfaction Survey, which asks you to assess your move.

### Timeliness

Determined by whether move services are completed based on the dates you requested.

### Claims

Determined by the dollar amount of damages which could occur during your move.

## Training Service Providers

Through HomeSafe Academy, our online Learning Management System, we offer two training initiatives for the moving industry to ensure you receive the best service.

- ★ **Technical Training:** As part of our onboarding process, HomeSafe requires every service provider to pass our technical training course before they can access our *HomeSafe Connect* technology platform. We offer learning paths based on the trainee's role: administrator, operations, survey, warehouse, claims, or drivers and crews.
- ★ **Best Practices Training:** HomeSafe will monitor service provider activities and outcomes, and record thousands of individual data points on every move. Analyzing this nearly unlimited data, we pinpoint which actions produced the best outcomes and identify any areas where providers can improve. HomeSafe will intervene and give insights, suggestions, and mentoring to providers who need assistance. This includes best practices training modules that demonstrate proven techniques to properly pack, handle, load, unload, and deliver household goods.

## Real-Time Updates from Your Service Provider

The *HomeSafe Connect* platform offers in-transit visibility functions which allow you to track the status of your move in real time, including more precise estimated arrival and delivery times.

- 1. Crew On the Way:** You will receive an alert to let you know the crew members are heading to your home. On your view of the *HomeSafe Connect* platform, you will see the crew's ETA along with the names and photos of the crew – so you'll know whom to expect and when.
- 2. Crew Nears Your Home:** Thanks to our geofencing technology, a real-time map will display in *HomeSafe Connect* to show the moving crew's progress once their truck is within ten miles of your home. This is similar to the features you see in a ride-share or food-delivery app.
- 3. Crew Starts Service:** You will be notified of the crew's arrival. This creates a permanent record of the service's timeliness, used for the provider's CQI rating.
- 4. Crew Finishes Service:** At the conclusion of service, all stakeholders – including you and HomeSafe – are notified that the service is officially complete.

## HomeSafe Connect GO App

Drivers and crews learn to use our dedicated driver app called *HomeSafe Connect GO*. Through the app, they will create and process all your move documents 100% electronically, which means no more easily lost carbon copies, and they will create a digital inventory of all your belongings. Powered by the identity management tools of Okta, the GO app requires dual authentication to keep your information secure. Since the GO app is cloud based, your detailed move data is cleared from the crew's device when service is complete.