



northAmerican®: Bringing Your Employees Home... Wherever "Home" Is.

MOBILITY MADE SMOOTH AND EASY

Corporate Relocation and Moving

- Network of over 300 experienced, professional moving agents with ATA MSC ProMover certified drivers.
- Domestic and worldwide coverage – we can move your employees anywhere in the world.
- Modern, well-maintained fleet of vehicles able to handle any size shipment and deliver anywhere – including urban and rural locales.
- End-to-end, one stop relocation and moving solution. northAmerican, through its parent SIRVA Worldwide Relocation & Moving, is the only fully integrated provider of relocation and moving solutions.
- Customer service with single point of contact.
- Value added services, like home sale/purchase and mortgage assistance, available for lump sum and reimbursed programs.
- Vehicle transport.
- VIP treatment for relocating executives.
- Express/DIY moving solutions.
- BluePrint pricing transparency tool offers procurement and mobility professionals clarity into the RFP process, making it easy for companies to compare and evaluate service providers.

Commercial Moving

northAmerican offers a full suite of services for moving commercial properties, such as **medical facilities, hotels, offices, industrial facilities and high-value products**, locally, cross country, cross border or internationally. Our **comprehensive solution features over 40 services** required in a commercial move, helping to streamline and simplify the process for logistics and facilities professionals

Awards

Providing our customers with service quality and excellence is at the heart of everything we do at northAmerican Van Lines. And our award history speaks for itself:

Since 2018, northAmerican Van Lines has consistently led the industry in satisfaction with both relocation managers and relocating employees per Trippel Research. **Relocation managers ranked us highest in satisfaction in 2018 and 2020, and in 2021 we were the only full-service interstate mover to achieve an "excellent" satisfaction rating.* And relocating employees ranked us highest in satisfaction four years in a row - 2019, 2020, 2021 and 2022.**

ATA Moving & Storage Conference (MSC) **Agent of the Year Service Excellence award winners: Five winners since 2010.** This is the top agency honor awarded by the moving and storage industry.

The northAmerican **Pursuit of Excellence** award recognizes those agents and their crews that strive to **deliver increasingly higher levels of service.**

northAmerican Van Lines is one of the largest, most respected and financially stable full-service moving and storage companies in the world. Founded in 1933, the northAmerican agent network has approached moving under the guiding principal that every move is unique and every customer deserves the highest quality moving experience possible personalized to their specific needs. We help our corporate and commercial moving customers find cost-effective, innovative solutions to their mobility needs by drawing on our **industry experience, leading edge technology, exceptional customer service and broad array of moving and mobility services**, resulting in an experience that is smooth and easy for everyone involved. Maybe that's why **96% of our corporate customers would use us again.**

At northAmerican, your move is our most important move.

*Defined as achieving an average satisfaction score greater than 8.0 and a net satisfaction score greater than 70%.

Diversity

With over **50 women, minority and veteran owned agencies across the U.S.**, northAmerican is a strong supporter of diversity and can help you achieve your **Tier 1 and Tier 2 spending goals**. Our agents are proud members of the following independent diversity organizations:

- WBENC (Womens Business Enterprise National Council)
- MBE (Minority Business Enterprise)
- NMSDC (National Minority Supplier Development Council)
- USA Veteran-Owned Enterprise

Along with membership in many state and locally-owned independent diversity organizations.

Technology

northAmerican is committed to providing your relocating employees, and your company, with a **safe, simple and efficient mobility experience**. We are constantly investing in technology so that **sensitive personal information is protected**.

Customer Data Privacy and Security

Our comprehensive enterprise-wide security and privacy resources exceed industry regulation standards to safeguard employee information during and after the move.

Electronic Shipment Tracking

Proprietary software offers a paperless, digitized, end-to-end estimating and delivery process with complete transparency into every stage of the moving process. This way, everyone involved in your employee's mobility experience – from customer service to drivers – has all the details about the move before the move.

Community Commitment

At northAmerican, **supporting the communities in which we live and work, protecting the environment and aiding our military heroes** is something we've always been passionate about. On a national and local level, northAmerican agents and their employees can always be depended on to lend a helping hand.

Gary Sinise Foundation

northAmerican has been the **official moving partner of the Gary Sinise Foundation's R.I.S.E. program**, helping to restore independence to hero veterans that have sustained life-altering injuries, since 2014. In that time, our agents have **transported over 650,000 lbs. of household goods over 58,000 miles**. We are honored and humbled to play a small role in helping these heroes reclaim their self-reliance.

Move for Hunger

Since 2011, northAmerican agents have supported Move For Hunger, an organization that delivers non-perishable food from moving customers to local food banks. Through our agent network, we have **proudly collected and delivered over 650,000 lbs of food** to those with hunger insecurity – the **equivalent of over 546,000 meals**.

Habitat for Humanity ReStores

northAmerican has supported Habitat for Humanity and its mission to help families build strength, stability and self-reliance through shelter by **facilitating over \$100,000 worth of donations to Habitat ReStores** from northAmerican customers.

Paperless Processes

To reduce our carbon footprint, northAmerican has invested in technology to digitize documents that are part of the moving process, drastically reducing our dependence on paper forms.

For more information visit: [northamerican.com](https://www.northamerican.com)

