

2021 TRIPPEL REPORT ON HOUSEHOLD GOODS



WE made it
THROUGH all the
OBSTACLES on **TOP**

The top rated Independent
Carrier in America for the
2nd year in a row

15 straight years of the
industry's best scores

There's only 1 reason...
OUR PEOPLE

MEET some
of our
GREAT
Teams



**19th ANNUAL RELOCATION MANAGERS' SURVEY®
on HOUSEHOLD GOODS SHIPMENT:
PROGRAM ADMINISTRATION, POLICY &
CARRIER PERFORMANCE**

BACKGROUND

Trippel Survey & Research, LLC conducts this annual survey to (1) obtain evaluations from corporate relocation managers regarding their level of satisfaction with the moving service industry and suppliers utilized in Domestic US relocation, and (2) obtain current information on HHG policy and program management pertinent and relevant to managing Domestic US relocation activity. This survey did not have corporate sponsorship.

METHODOLOGY

This is the nineteenth annual *Relocation Managers' Survey®* on Household Goods policy, administration and industry-supplier performance. Corporate relocation managers received an email message announcing the survey on February 2, 2021. A reminder notice was sent and the survey closed February 13th.

Of the 1,271 initial invitations sent via SurveyMonkey 7 were hard or soft bounced and 3 opted out. Among the remaining invitations 159 managers participated.

Survey responses are presented in this report as reported by *SurveyMonkey*, the web-survey service firm used in this endeavor. When appropriate, comments are made throughout the report regarding survey responses and industry trending.

CONFIDENTIALITY

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DISCLAIMER

Since the last survey on this topic one year ago no household goods corporation engaged Trippel Survey & Research in consulting or research assignments or survey programs.

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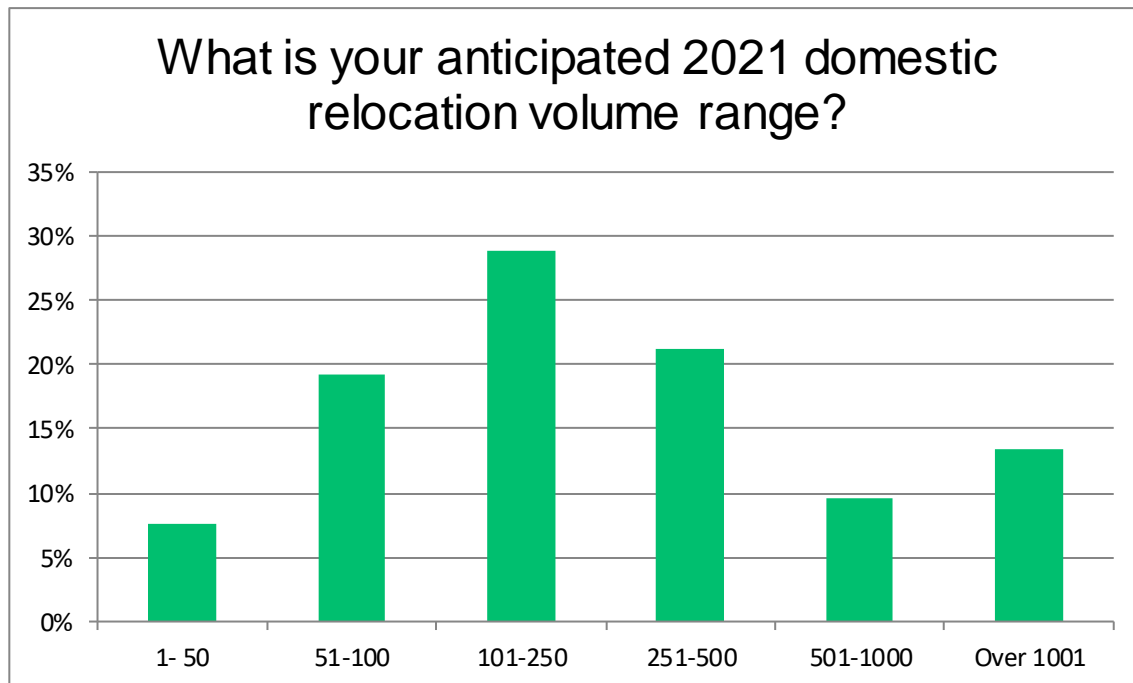
CORPORATE PARTICIPANT PROFILE

The following chart shows the count of 159 participating corporate managers in this survey of which three did not provide an email address.

Email address (used to send you the final report).	
Answer Options	Response Count
	156
<i>answered question</i>	156
<i>skipped question</i>	3

The number of participants this year is lower than last year's participation rate.

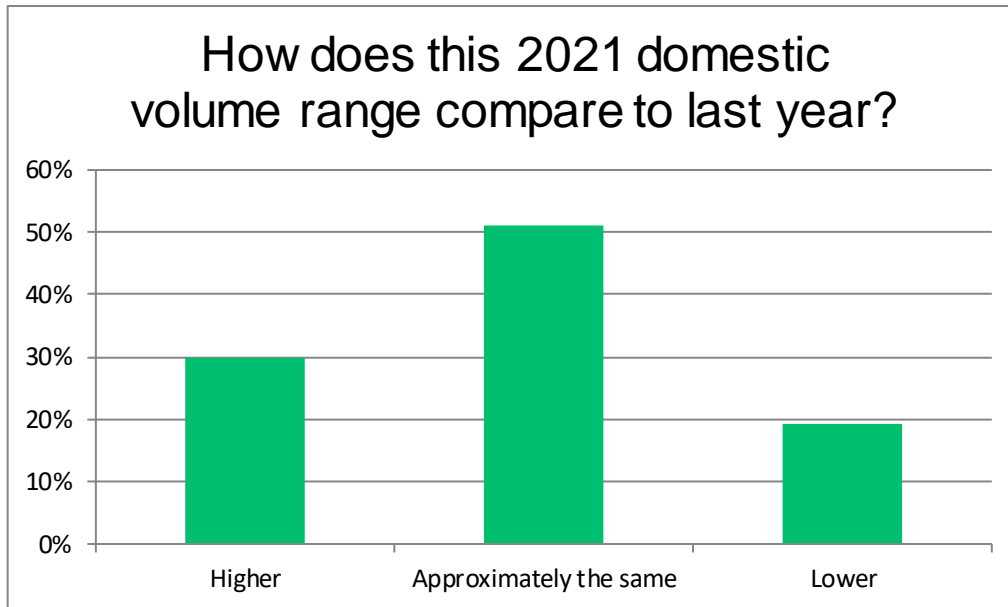
ANTICIPATED 2021 DOMESTIC U.S. VOLUME



The 101-250 transfer volume segment accounts 29% of participants.

Typically, in most surveys performed by Trippel Survey & Research, the 1-50 and 51-100 volume ranges account for approximately 50% of expected corporate volume. This survey indicates a shift toward higher volume than recent past. This is reinforced with the outcome to the answer to the next question.

2021 DOMESTIC VOLUME COMPARED TO PRIOR YEAR

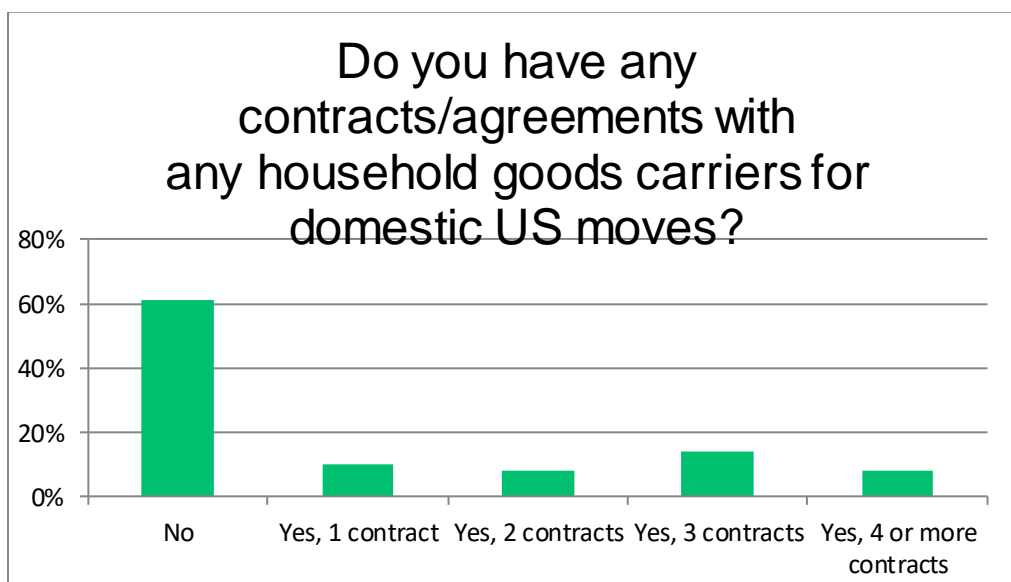


Approximately 51% of corporations expect volume to be the same this year compared to last year. However, 30% expect the volume to be higher.

The statistics represented in this question and the prior question indicates many corporations expect a small rebound in domestic volume compared to the pandemic ridden 2020 year.

HOUSEHOLD GOODS PROGRAM MANAGEMENT

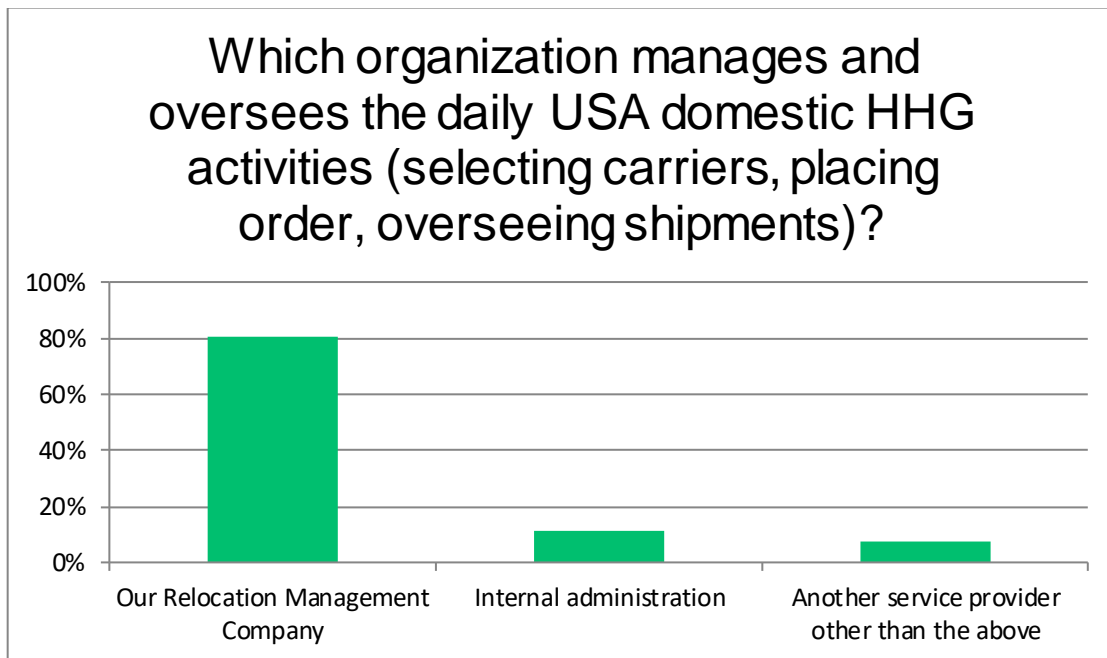
CORPORATIONS CONTRACTING WITH HHG SUPPLIERS



This year 61% of corporations do not have contracts with carriers while 39% do have contracts. This continues a multi-year trend of corporations reducing contract administration.

As seen in the next question/answer companies rely on relocation management company for HHG administration.

DAILY MANAGEMENT OF HOUSEHOLD GOODS PROGRAM



Approximately 81% of corporations outsource the management of the household goods program to a relocation management company. This continues a multi-year increasing trend.

USE OF PERFORMANCE METRICS

Do you have performance metrics (i.e. SLAs) established with either the RMC, internal department or the carrier? Select the appropriate answer. Multiple answers permitted.

Answer Choices	Responses
Confidential information; can not be shared	8%
No HHG performance metrics are established	8%
Yes, only the RMC (or internal department) has performance metrics	42%

Yes, only the Carrier/Agent has performance metrics	12%
Yes, both RMC and Carrier/Agent(s) have performance metrics	33%

Approximately 87% of all corporations providing information use performance metrics (“SLAs”) to evaluate performance of the HHG program. This is an increase of 11-percentage points from last year. Furthermore, the percentage of companies without metrics dropped one-half to 8%.

PERMIT RELOCATION MANAGEMENT COMPANIES TO “GO OFF-LIST”

Regardless whether or not you contract directly with a carrier(s) to what degree do you permit your RMC or internal department to use carriers other than your "preferred" or "contracted" suppliers?

Answer Choices	Responses
Our RMC or internal department can award moves to the best-qualified or available HHG carrier.	33%
We expect all our moves to go to preferred or contracted HHG suppliers	53%
Although we prefer moves go to certain HHG carriers our RMC or other external partner has a degree of flexibility to award a move to non-preferred or non-contracted HHG supplier when circumstances warrant an "off-list" selection.	14%

The percentages realized above reflect no change from last year’s survey outcome.

AUDITS OF HHG

**Are audits performed on each shipment to insure policy was followed and invoices are accurate?
Multiple answers permitted.**

Answer Choices	Responses
Confidential information, can not be disclosed	0%
No; audits are not performed on our shipments	16%
Yes, our relocation management company performs audits	63%
Yes, another external company (not RMC) performs audits	18%

Our internal relocation team or audit function performs audits	12%
Multiple stakeholders perform audits	8%

Nearly two-thirds of corporations rely on the relocation management company to perform audits of policy and/or invoices. Meanwhile, 16% of companies do not perform audits.

HOUSEHOLD GOODS SHIPMENT POLICY

PHILOSOPHICAL APPROACH TO POLICY DESIGN

Which of the following approaches are used to provide HHG benefits to employees in a domestic US move? You may select multiple answers to explain your HHG model.

Answer Choices	Responses
All existing employees receive the same HHG benefits	53%
HHG benefits are on a 'sliding scale': higher organizational levels obtain more HHG benefits while lower organizational levels fewer HHG benefits	35%
New hires generally receive fewer HHG benefits than current employees	8%
Homeowners generally receive more HHG benefits than renters	22%
Transferees with a family receive more HHG benefits than single transferees	8%

The results of this survey, compared to last year, show a few developments.

- The percentage of companies using a sliding-scale approach dropped 7 points.
- Companies providing fewer benefits to new hires dropped 5 percentage points.
- However, homeowners and families obtain more benefits than renters or single transferees in the same percentages as last year.

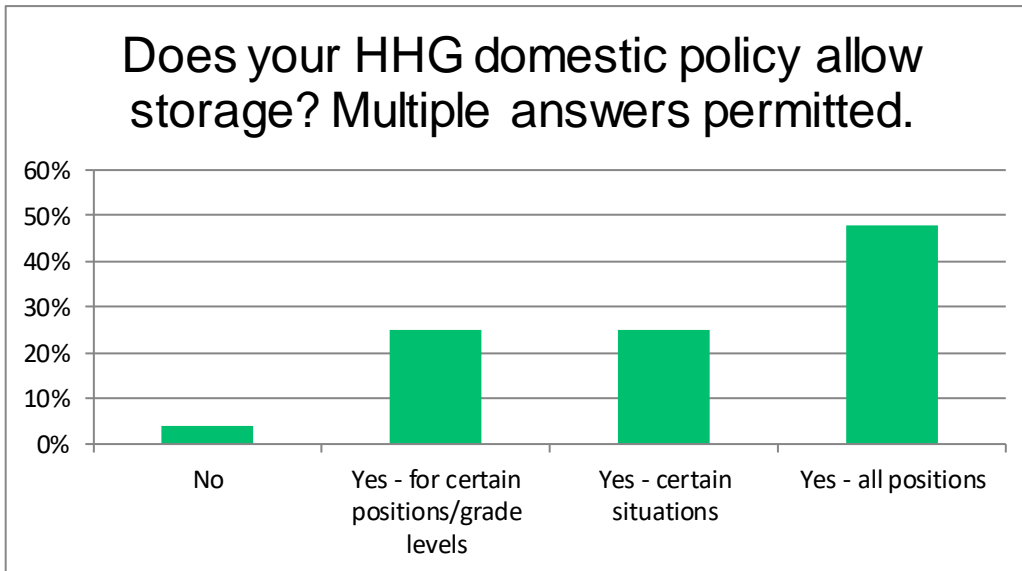
CAR SHIPMENTS

Car shipment policies are likely the most diverse among corporate participants.

- New hires:
 - 8% of corporations permit only 1 car to be moved.
 - 29% permit 1 car if a minimum mileage requirement is met.
 - 42% permit 1 car plus a second car if a minimum mileage requirement is met.
 - 6% permit 1 car for each eligible family member if a minimum mileage requirement is met.
 - 15% do not permit any car shipment
- Any existing employee (excluding executives):

- 8% of corporations permit only 1 car to be moved.
- 23% permit 1 car if a minimum mileage requirement is met.
- 54% permit 1 car plus a second car if a minimum mileage requirement is met.
- 13% permit 1 car for each eligible family member if a minimum mileage requirement is met.
- 2% do not permit any car shipment
- Executives:
 - 2% of corporations permit only 1 car to be moved.
 - 14% permit 1 car if a minimum mileage requirement is met.
 - 61% permit 1 car plus a second car if a minimum mileage requirement is met.
 - 21% permit 1 car for each eligible family member if a minimum mileage requirement is met.
 - 2% do not permit any car shipment

STORAGE



Approximately 96% of corporations permit HHG storage for some or selected positions on domestic moves. Among this large segment nearly one-half permit storage for all positions.

POSITIONS OBTAINING STORAGE BENEFIT

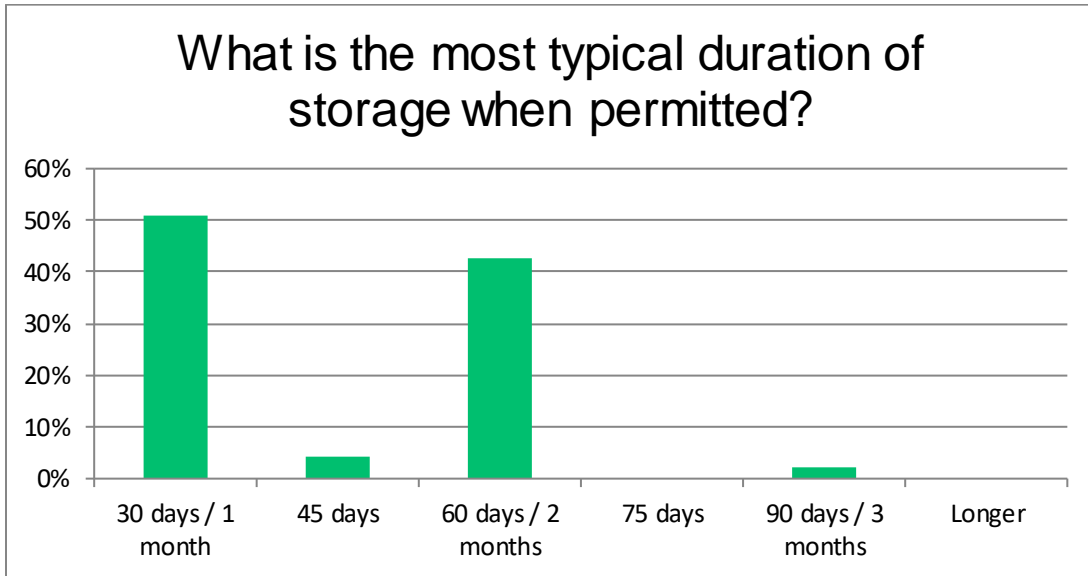
Which of the following organization positions are permitted storage in a typical domestic U.S. transfer? Multiple answers permitted.

Answer Choices	Responses
Executive	88%
Senior management	83%
Management	83%
Professional	63%

Exempt, non professional	50%
New Hire -experienced	60%

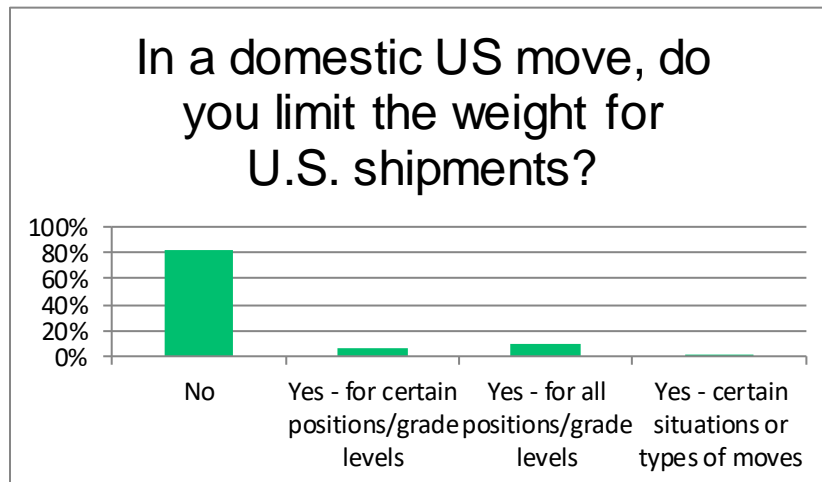
Senior positions are most likely to obtain storage benefits compared to other positions.

DURATION OF STORAGE



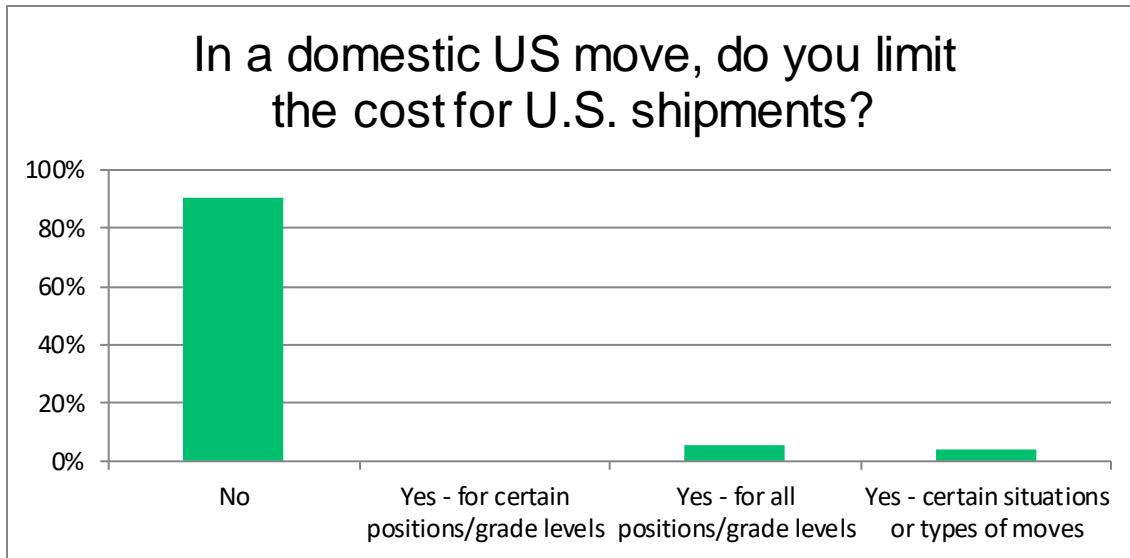
When provided 30 days is the most common.

MAXIMUM WEIGHT TO SHIP HOUSEHOLD GOODS



A high 83% majority of corporations do not have maximum weights in HHG programs. This is the same percentage as last year's survey outcome.

MAXIMUM COST TO SHIP HOUSEHOLD GOODS



A high 90% majority of corporations do not have any maximum cost exposures on a transfer. This is up 2 percentage points from last year’s survey.

ALTERNATIVE METHODS TO SHIP HOUSEHOLD GOODS

Do you currently permit self-moves or are you using alternative approaches to HHG shipments? These alternatives might include container-type approaches (example: PODS) or Supplier provider Self Pack & Load services. Multiple answers permitted.

Answer Choices	Responses
We do not currently permit self moves or use alternative HHG approaches	27%
We do permit self moves under certain circumstances	50%
We do use alternative HHG approaches under certain circumstances	37%

Multiple answers were permitted explaining the percentage total exceeding 100%.

Approximately 27% corporations neither currently use alternative methods nor plan to do so in the future. This percentage is up 5-points from last year.

Approximately one-half permit self-moves under certain circumstances and another one-third use alternative moving approaches under certain circumstances.

PERFORMANCE: INDUSTRY OVERALL and SUPPLIERS

SATISFACTION WITH THE HHG INDUSTRY

In your experience, how has the overall HHG industry performance changed from a couple years ago?

Answer Choices	Responses
Performance has significantly improved	0%
Performance has slightly improved	23%
About the same performance	63%
Performance has slightly deteriorated	13%
Performance has significantly deteriorated	0%

Approximately 63% of managers believe performance is the same as a year ago. This is the same percentage as last year. Approximately 23% believe performance has improved from the prior year – a slight increase from last year.

FACTORS IMPACTING THE INDUSTRY’S PERFORMANCE

From your experience which factors are impacting overall performance of HHG carriers? More than one answer is permitted.

Answer Choices	Responses
Low profits or deteriorating margins	42%
COVID-19 pandemic	53%
Lack of available talent (drivers in particular)	80%
Relocation management companies are squeezing carriers	20%
Inability to handle peak surges in move volume	42%
Government regulation	16%
Too few competitors	4%

Approximately 80% of corporate managers believe the primary factor impacting industry performance is lack of available talent (drivers in particular). This is followed by 53% saying COVID-19 pandemic and 42% indicating the inability to handle peak surges.

The biggest factor change was “inability to handle peak surges.” In the last survey 63% of participants indicated this was a factor compared to only 42% this year. One hypothesis is move volume decreased in 2020 due to the pandemic.

OVERALL SATISFACTION WITH SUPPLIERS

	Scores>	>	>	>	>	>	>	>	>	Count	Aver	Top Block %	Bottom Block %	Net Satis. %	
	1	2	3	4	5	6	7	8	9	10					
Allied Worldwide						2	3	9	15	8	37	8.65	62%	5%	57%
Atlas Van Lines						2	7	31	45	12	97	8.60	59%	2%	57%
Budd Van Lines								6	10	4	20	8.90	70%	0%	70%
Mayflower							1	3	5	3	12	8.83	67%	0%	67%
New World Van Lines							2	4	8	3	17	8.71	65%	0%	65%
NorthAmerican								9	11	9	29	9.00	69%	0%	69%
United Van Lines						1	8	20	31	22	82	8.79	65%	1%	63%
Wheaton							1	6	10	7	24	8.96	71%	0%	71%
Other not listed							5	7	15	4	31	8.58	61%	0%	61%
	0	0	0	0	0	5	27	95	150	72	349	8.74	64%	1%	62%

Over the past few years there has been consolidation in this industry. One consequence of this industry dynamic is fewer carriers are listed in the chart. Carriers that once were shown are now consolidated with the organization they are aligned. For example, Arpin Van Lines results are in Wheaton figures, Merchants results in Budd Van Lines results.

This year there were nearly 2.2 evaluations for every corporate manager participating in the survey.

The industry saw a rise in the average satisfaction score to 8.74 and net satisfaction percentage to 62%. Most service suppliers realized a modest improvement in performance.

Among franchise/agent systems northAmerican Van Lines earned the highest average score while Wheaton Van Lines earned the highest net satisfaction percentage.

Among independent carriers Budd Van Lines earned the best pair of metrics.

WIDELY USED CARRIERS-AGENT

- ALLIED (SIRVA): Baileys, Berger, Beverly Hills
- ATLAS: Imlach, Ace, Nelson Westerberg, Alexanders, Mills, Paxton
- MAYFLOWER (UniGroup): Daryl Flood, Dircks, McCollister, Corrigan
- NORTHAMERICAN (Sirva): Ward, Beltman
- UNITED (UniGroup): Armstrong, Sullivan, Planes, Suddath, Hilldrup
- WHEATON: Arpin, Reliable