



ARMSTRONG RELOCATION  
& COMPANIES

## **INDUSTRY UPDATE**

### **In-Residence Labor**

#### **Reality**

By its very nature, the household goods moving and storage industry is labor-intensive. In addition to the widely-recognized shortage of qualified drivers, there is also a significant shortage in qualified labor to assist the driver in packing, loading and delivering household goods shipments. This shortage is compounded by the ever-increasing demands of transferees for:

- Service quality
- Communication ability
- Safety and security

As the market leader each year since 1991, United Van Lines and its 500 domestic agents have taken unprecedented steps to elevate the caliber of driver labor:

- A Quality Labor Compliance Policy has been established and communicated to all agents
- The Policy has been communicated to all agents, along with penalties for non-compliance
- The Policy is complemented by training and supervision at the agency level
- The Policy mandates background checks for all in-residence labor through ChoicePoint
- The background check includes validation of Social Security number, review of the National Criminal File, and check for misdemeanors in current and prior counties of residence

- Once the background check is complete and satisfactory, a Labor Identification Number is issued

The Quality Labor Compliance Policy actions described above also extend to other agency personnel that may enter a transferee's home, including move estimators, salespersons and employees of third party companies utilized by agents of United Van Lines.

Failure to comply will result in increasingly severe measures, including a written letter of warning, monetary fines, agency probation and ultimately, agency termination.

### **Recommendations**

To ensure transferee safety and security, and to satisfy transferee expectations for service quality, an employer is advised to:

- Select agent partner(s) with a stringent, written quality labor policy
- Select agent partner(s) who comply with a written quality labor policy, including the performance of background checks
- Select agent partner(s) who conduct background checks on all persons representing the agent who enter the transferee's home
- Measure agent partner(s) performance on a recurring basis

For more discussion on the matter, contact an Armstrong Relocation representative.

### **About Armstrong Relocation**

Founded in 1922 and under its current ownership since 1957, Armstrong Relocation is the leading household goods agent for United Van Lines. Through its 23 agency locations, Armstrong satisfies the moving and storage needs of discerning employers across town, across the country and around the world.