

## CUSTOMER COMMITMENT

### A CULTURE INTENTIONAL ABOUT CUSTOMER SERVICE

At Daryl Flood Relocation & Logistics, our mission is simple: to provide dependable service to our customers and to each other. We work hard every day to be not just dependable, **Daryl Flood Dependable**. That's because customer service is central to our identity as a company. Being **Daryl Flood Dependable** means you can depend on us for four important things. We call them our Four Pillars.

- You can **depend** on us to care about the things that are important to you.
- You can **depend** on us to hire the best people with the best attitudes, and to train them well.
- You can **depend** on us to have the right resources and expertise, with the creativity and flexibility to use them for your maximum benefit.
- You can **depend** on us to be committed to satisfying you as our customer.



### FLEXIBLE RESOURCES

#### Capacity when you need it, where you need it.

Our team is committed to providing key resources to get you where you're going as smoothly as possible. Moving over 5,000 families every year, Daryl Flood Relocation & Logistics is the largest mover in the state of Texas. We're also the largest agent for Mayflower Transit, which means we are part of the biggest professional fleet in the U.S., with nearly half of all trucks on the road. You can rest assured, we're fueled up and ready for business.



### SAFETY IS A TOP PRIORITY

#### Watching out for you and your belongings along the way.

With team members entering homes and on the roads each day, we implement every safety measure necessary to ensure the families and households we move are secure. We maintain exceptional safety scores, adhere closely to safety regulations and protocols, and require background checks and drug tests for all team members. With every safe action we take, the roads are safer, we guard the communities we're in and we protect the customers we serve.



### DEPENDABLE QUALITY

#### Exceptional service at each stage of the move.

We don't take our commitment to customer experience lightly, proven by our outstanding customer satisfaction ratings. Our award-winning performance has earned Daryl Flood Relocation & Logistics six consecutive Mayflower Customer Choice Awards, and we routinely earn Mayflower Performance Excellence, President's Quality and Fleet Safety awards. Experience a top quality mover and a **Daryl Flood Dependable** move for yourself.