



MSS Core Values

At Movers Specialty Service, Inc. our mission is dedicated to restoring order and comfort to the lives of corporate transferees and their families.

Doing Whatever It Takes:

MSS was founded on the notion of a one-stop-shop expert technician who can do *whatever it takes* to meet each transferee's specialty service requirements at residence. This simple idea quickly defined the MSS approach to every service engagement and emerged as the foundational principle on which the company was built. Today, *Doing Whatever It Takes* includes over 300 service offerings, leading edge innovation, and "Never say no!" rapid-response to our client's most pressing demands and unique, highly specialized service needs.

Pride, Commitment & Excellence:

The principles of *Pride, Commitment and Excellence* speak to MSS employee's spirited positive confidence (*Pride*), sincere, unflinching energy and effort (*Commitment*) and highest standards of great performance (*Excellence*) in every service interaction. That's why our talent building strategies and human resource programs aim high. We hire, retain and develop the best and the brightest. We demand and reward initiative and above-and-beyond service to customers. We provide best practice training through MSS University and we thrive on the *Pride, Commitment and Excellence* which has made MSS the leader of the third party industry for over thirty years.

Following The Golden Rule:

The Golden Rule is the MSS principle of integrity and respect for the dignity and character of all people. It is good business and the right thing to do. *The Golden Rule* speaks to the high place and incalculable value of strong, constantly cultivated, genuine relationships with our customers and Primary suppliers where integrity and loyalty rule over expediency in every business transaction. Our human resource philosophy also embraces honesty, candor, open communication and deep respect for employees and their families and is foremost focused on empowering people to succeed.

First, Best, Always:

The principle of *First, Best, Always* captures in three words the enduring character and unalterable legacy that defines MSS. We created the business model and continue to set the industry standard. MSS consistently offers new solutions *First*, at the leading edge of technology and service innovation. Our continuous improvement, talent building and quality initiatives make certain our position as the very *Best* in the business; and MSS will *Always* be the hands-down leader in size, service offerings, markets served, supplier network reach and every other business indicator of sustainable success—MSS is *First, Best, Always*.

