

*always*  
**FORWARD**



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**We believe in creating an inclusive environment where people not only want to come to work, but have access to tools, resources and support to be their best selves.**

## FROM OUR CEO

In 2023, Hilldrup celebrated 120 years in business, reaching a milestone fewer than 1% of companies in the U.S. can claim. Our longevity is a testament to the decades of award-winning moving, storage, relocation and logistics services we've provided — and the generations of individuals and families who have trusted our business — along the way.

Last year was also a particularly notable one for Hilldrup as we welcomed WeSolve Workplace Environments, formerly Graebel Commercial Services (GCS), to the Hilldrup brand along with their team and expertise in office relocation management and work environment services.

We were also honored to receive UniGroup's prestigious Member of the Year Award, selected from among more than 200 member

agents, for achieving the highest standards of service excellence.

While we're proud of our success in the industry, we've always believed our company is about so much more than moving, storage and logistics. We are a mission-driven organization with strong values and a commitment to family and community.

We believe in creating an inclusive environment where people not only want to come to work, but have access to tools, resources and support to be their best selves.

Every day, we cross rivers, mountains, oceans and other landscapes, giving us a line of sight into the spectacular world we live in — and we must work diligently to protect. That's why we're assessing every aspect of our business to ensure maximum efficiency with minimal environmental impacts.

We also see it as our responsibility to support the communities that we serve. Our employees have always been our eyes and ears on the ground, and we enlist them to help us discover great organizations where we can volunteer our time and resources.

As you read through our second annual Corporate Social Responsibility (CSR) report, we hope that you feel our passion and commitment and maybe even feel inspired to take action in your own community. Inspired by this year's theme, Always Forward, Hilldrup is truly making a difference in the places where we work, live and play every day.

  
President and Chief Executive Officer

# MISSION, VISION & VALUES



## MISSION

Hilldrup's Mission is to *deliver superior service by promoting a culture that is customer-centric, empowers employees and maximizes profitable growth.*

This Mission defines our approach and strategy to doing business every day.

## VISION

Hilldrup's Vision is *to be the best moving services company, period.* Key to fulfilling that vision is our commitment to caring for the people and places that make our Vision possible.

## VALUES

### Empowered Accountability

You are Hilldrup to the customer. When a challenge arises, we are personally responsible for taking ownership and providing a timely and clear resolution.

### Uncompromised Integrity

We show respect and integrity to our customers, partners and each other in all that we do and at all times, even when no one is watching.

### Unwavering Commitment

We are committed to our customers, each other and our Hilldrup values with steadfast resolve.

### Fearless Communication

Let your voice be heard, and listen!

### Infectious Positivity

People want to be around and do business with people who are positive and happy. There are two ways to look at every situation — we focus on the positive side.

### Purposeful Agility

Flexibility is the key in developing long-term business success. But we do it with purposeful planning.



# OUR APPROACH TO ALWAYS MOVING FORWARD

## A SHARED COMMITMENT

When it comes to Corporate Social Responsibility (CSR), leadership may come from the top, but it is absolutely a team effort. Our company's success is measured by more than our bottom line. Having a team that believes we can and should have an impact beyond our walls — and our trucks — means a greater chance of making a difference.

## LISTENING TO LEARN

Our employees are on the phone with clients, in our customers' homes and workplaces, making moves, coordinating logistics, servicing equipment and managing our warehouses. Their insights into what we can do more, better and differently are crucial to continuous improvement. We are also looking at industry best practices — what other companies that have proven themselves leaders in CSR are doing that we can learn from and build upon.

## ORGANIZING FOR CHANGE

As our CSR program evolves, we are identifying owners and champions for that work to ensure we maintain the momentum. With additions to our leadership team and a refined focus on our CSR efforts across all departments, we're committed to the changes we wish to see. We are working to better educate and engage our teams consistently, and how to update our customers and other stakeholders on our efforts.



Recycling and replacing computers with more energy efficient **Energy Star** certified computers

**\$20,710** in-kind contributions donated company-wide in 2023

**1,292** tons of cardboard recycled

A combined **\$83,768** of cash contributions paid to charitable organizations in 2023, companywide

**272** volunteer hours donated to charitable organizations branchwide in 2023

Look beyond Diversity, Equity and Inclusion to also focus on Belonging (DEIB) and ensuring every employee recognizes their inherent value

**FIDI FAIM** accredited and designated **Top Performer**, **ISO 14001:2015** certified, and **ISO 9001:2015** certified, three of the industry's top standards for quality and environmental management

**14,840** gallons of gas and **295,635** pounds of carbon emissions saved through conducting more than **10,849** virtual surveys

Top 3 nonprofits that Hilldrup donated to in 2023:

**\$16K** The Chris Long Foundation

**\$15K** Coca-Cola Scholars Foundation

**\$10K** The Hilldrup Move-Up Fund via The Community Foundation

Expanding our service offerings to include the expertise and leadership of **WeSolve** to the Hilldrup Companies family

# IMPACT HIGHLIGHTS

# forward FOR BELONGING



At Hildrup, we champion the success of our team—and the individuals who drive our work forward. We recognize that the whole is greater than the sum of its parts and that when we collaborate effectively, we all achieve more.

That means we strive to create a work environment that is respectful, safe and inclusive for all. We want a culture where people of all ethnicities and races, genders and generations, as well as different perspectives and life experiences, can achieve and fulfill our vision of being *the best moving services company, period.*

Our unwavering commitment to diversity is woven throughout our organization. It's part of our

recruitment and selection processes, our health and welfare benefits, our professional development and training and our promotions, transfers and employee programs.

To help support our inclusion efforts, we have introduced a series of trainings to promote understanding through education.

We have also encouraged employees to share their culture and traditions with others, letting

their pride shine through to engage and inspire.

**It all starts with open conversation, hearts and minds.** Diversity, by all its definitions, is what makes us stronger. In coming together as our best selves, we can be the best partner for our customers.



## LIVING OUR VALUES

Hilldrup is on a continued quest to remain an employer of choice. We recognize that our work environment must encourage and enforce gender and diversity equity to foster collaboration and cooperation that will best serve our clients and customers.

Our company culture prioritizes respectful communication between employees and supports teamwork and employee participation while emphasizing representation of all employee perspectives. By acknowledging our collective contributions to the communities we serve, we aim to promote a greater understanding and respect for diversity.

## A SENSE OF PURPOSE

In 2020, Hilldrup established a Diversity and Inclusion Taskforce to promote a workplace that celebrates all individuals and programs. This year, we're expanding our commitment beyond diversity, equity and inclusion to also include belonging (DEIB). After all, it's one thing for employees to have equal access to growth and opportunity; it's another for every employee to see how their contributions add to Hilldrup's collective success.

## LAYING THE GROUNDWORK

To ensure our employees understand — and live — our values, Hilldrup provides annual training for all team members and managers regardless of tenure. Our goal is to prevent, address and eliminate all forms of workplace discrimination, harassment and retaliation.

This begins on day one with our New Hire DEIB Training. Our onboarding program ensures all new employees understand why and how we value diversity in the workplace. They also learn what harassment, prejudice and discrimination look like, how to report their concerns and about Hilldrup's zero-tolerance policy for violations.

Our policies are reinforced each spring with continued compliance and DEIB training. Through a series of online modules, employees further their understanding of and appreciation for a workplace that is inclusive of all, learn how to promote an ethical work environment and review language and actions that could be considered harassment or bullying.

Our leadership has a vital role to play in ensuring employees understand, respect and value diversity and equity. As a result, we conduct DEIB training for any recently promoted managers to further equip them to recognize and overcome unconscious bias and manage a diverse team.



**TAMIKA MITCHELL**

**Hilldrup**

*Vice President of  
Human Resources*

## Welcoming Tamika Mitchell as VP, Human Resources

Tamika Mitchell joined Hilldrup in April 2023 as Vice President of human resources, bringing more than two decades of experience leading human resource divisions for prestigious institutions and companies throughout Virginia, Maryland and Washington, D.C.

Tamika specializes in recruitment and retention, leadership training and development, as well as compensation and benefits administration. She leads our organization's efforts to hire, train and retain the very best professionals in the industry. She also champions Diversity, Equity, Inclusion and Belonging efforts for the company branchwide, as well as strategic planning efforts to ensure that Hilldrup remains an employer of choice across each of its markets.

Tamika earned a bachelor's degree from Southern Connecticut State University and a master's degree from the University of Bridgeport. She holds a Professional in Human Resources (PHR) certification and the SHRM Certified Professional (SHRM-CP) credential.



**At Hilldrup, belonging means not only being seen and heard, but also valued and empowered to contribute authentically to our shared journey towards excellence.**





## BUILDING A TALENT PIPELINE

To achieve our vision of being the best moving services company, we have to maintain a constant eye on the future. In an effort to cultivate a pipeline of talent for sales and operations positions, **Hilldrup is working to develop meaningful, mutually beneficial relationships with top colleges and universities.**

In addition to establishing a trainee program to cultivate future employees, our partnerships will also provide students and faculty with practical, relevant experiences in sales, supply chains and logistics, among other areas.

Our internship program also reflects Hilldrup's commitment to generational diversity. Employees with decades of industry and company experience serve as mentors and provide valuable hands-on learning opportunities, while our organization benefits from the fresh perspectives of emerging professionals who can contribute to our talent pipeline for years to come.

◀ Fredericksburg, VA City Schools Career Day 2023

## OPPORTUNITIES AT HILLDRUP

### Hilldrup Internship Program

- Three to four positions in the pilot program
- Meaningful individual and group projects with exposure to branch offices
- Meetings and activities foster collaboration among interns
- Ongoing contact with interns beyond the conclusion of the intern program
- Open to college students seeking experience in their desired field of study
- Mentors assigned to support personal and professional development
- Meetings and activities encourage collaboration, networking and nurturing post-internship relationships
- Culminates in the opportunity to present a project to Hilldrup management

### Hilldrup Summer Associate Program

- Open to high school graduates and above seeking summer employment
- Meetings and activities encourage networking and professional growth
- General exposure to Hilldrup business lines and support of operations
- Meetings and activities foster collaboration among summer associates
- Establish ongoing contact with associates at the conclusion of the program
- Rising college seniors may receive offers of employment





## PARTNERS FOR THE LONG HAUL

Several colleges and universities along the East Coast are key partners in our College Relations Program. We recruit students for internships and trainee programs and establish Hilldrup as an employer of choice for graduates. Hilldrup also provides guidance and financial support for faculty, courses and curricula to align academics with real-world applications in sales, supply chains, logistics and other specialties.

To align with our DEIB goals, all partner universities must have a strong commitment to racial and ethnic diversity. We also plan to partner with historically Black colleges and universities, including Howard University (D.C.), Morgan State University (Baltimore, MD) and Virginia Union University (Richmond, VA).

### Partner Universities as of 2023

#### Customer Service

Emory and Henry College

#### International

University of Mary Washington  
 Pennsylvania State University  
 Old Dominion University

#### Logistics

University of Tennessee, Knoxville

#### HR

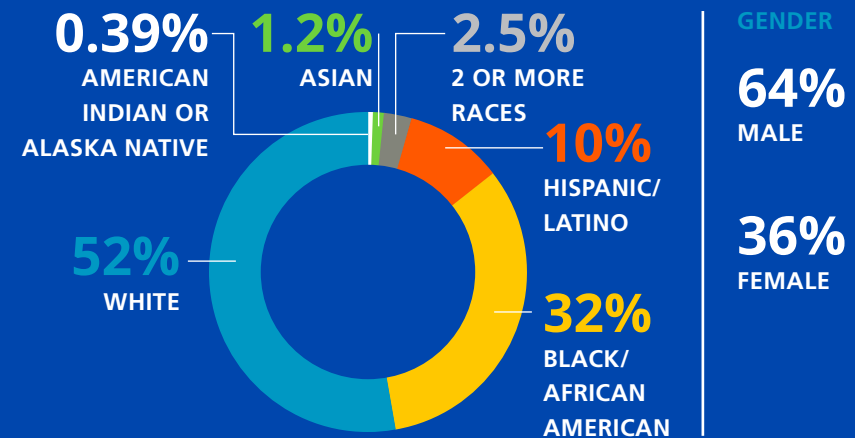
George Mason University

## DIVERSITY IN ACTION

It's one thing to talk the talk of diversity and equity. It's another to ensure your workforce reflects the vibrant world we live in. At Hilldrup, we also uncompromisingly promote an atmosphere that recognizes that everyone — regardless of their age, color, disability status, ethnicity and national origin, FMLA usage, gender, genetic information, race, religion or military status — has something to offer and the potential to succeed.

We realize that gender, race, ethnicity and other characteristics have historically led to employment inequality in the U.S. We actively work to reverse past inequities through inclusive hiring practices, training and opportunities for advancement.

### WHO IS TEAM HILLDRUP?



▲ Hilldrup Veteran's Day 2023

## HEROES WORK HERE

From crew members to senior management, Hilldrup hires and trains the very best – including many prior servicemen and servicewomen. We value the skills that our veteran-employees bring to work each day, including leadership, critical thinking, impeccable customer service and communication skills, as well as a high level of integrity.

## A QUIET PLACE

Team Hilldrup recognizes that employees sometimes need a clean, private room to pump breast milk or for medical needs. That's why we've added a Quiet Room to our corporate headquarters.

## OPPORTUNITY ACROSS THE SUPPLY CHAIN

Our diversity and inclusion efforts extend far beyond our offices and team members—we strive for equity in every step of our supply chain.

We're confident that our success is best achieved when we give companies owned by minorities, women and people with health conditions or impairments, as well as small businesses, an equal opportunity to compete for our business.

### This is accomplished through several avenues:

- Hilldrup's internal DEIB team, comprised of senior leaders, **strategizes ways to bring more MWDSBE businesses into our subcontractor and business partner network.**
- In Virginia, we **consult the Department of Small Business and Supplier Diversity (SBSD) directory** to identify small, women- or minority-owned businesses that meet the needs of our internal and external customers.
- Hilldrup **seeks out diverse drivers through our driver recruitment program**, even during a national driver shortage.
- As part of our internal procurement process, **we ask potential business partners about their commitment to DEIB** and their efforts to ensure a more diverse workplace and client base.

Hilldrup annually spends \$5.3M of our controllable expenses on certified and qualifying **Minority, Women, Disabled and Small-Owned Businesses (MWDSBE).**

**\$1,695,981**  
spent with  
women-owned  
businesses

In 2023,  
Hilldrup directed  
**\$5,313,302**  
to organizations  
designated as  
MWDSBE

**\$3,617,321**  
spent with  
minority-owned  
businesses

# forward FOR A GREENER FUTURE



**As we move customers and their belongings from coast to coast and even country to country, we understand the importance of creating and maintaining a healthy environment where all can prosper.**

Whether it's planting trees in the communities we serve or investing in technology to maximize efficiency, every small act adds up to make a large impact. Across our company, Hilldrup is working to reduce emissions, encourage recycling efforts, minimize our use of natural resources and inspire our industry to follow our lead.

As one of the largest United Van Lines agents, we believe that Hilldrup can lead our industry in providing environmentally friendly moving services. That's why we review our environmental policies

from top to bottom annually to discover new ways that we can keep sustainability at the forefront of our business. Hilldrup is certified by the industry's top standard for quality and environmental management, ISO 14001:2015, ensuring our efforts in energy efficiency, conservation and waste management are up to date.

This year, we expanded our commercial, workplace and logistics services with the acquisition of Graebel Commercial Services, Inc. (GCS), which we've relaunched as WeSolve Workplace Environments.

The WeSolve team brings extensive experience and expertise in maintaining a sustainable work environment at every step, and we are excited to extend some of these practices to Hilldrup at large.

**At Hilldrup, we help protect our environment in a myriad of ways, big and small.** It's all part of our commitment to excellence and customer service. Here are just a few of the ways in which we reduce our impact on the earth.



## Our Environmental Policy

Our policy aims to demonstrate our vision to be the best and recognizes that caring for the environment is integral to that goal.

- To be **environmentally responsible** and to use processes that do not adversely affect the environment while seeking to improve operations, minimize waste and prevent air, water and other pollution.
- To **conserve natural resources** by reducing, reusing and recycling materials and supplies.
- To ensure the **responsible use of energy** in all operations.
- To meet all applicable federal, state and local governmental **environmental regulations**.



## FINDING THE BEST ROUTE

As a moving and logistics company, we can't completely avoid the use of vehicles—but we can limit their impact.

At Hilldrup, we continuously look for ways to minimize our emissions through carefully chosen vehicles and equipment and the use of technology that can reduce our time on the road. These efforts not only lessen emissions and waste, but they continue our commitment to world-class service at every level.

**The first step to reducing emissions is to supply our fleet with fuel-efficient vehicles and equipment.**

Currently, 100 fleet vehicles are equipped with pre-emission exhaust systems that meet or exceed current emission standards. In addition, we maintain a young and fuel-efficient fleet of power equipment that meets the voluntary requirements of the stringent California Air Resources Board.

**Once on the road, we employ several techniques to conserve fuel and motors.** Our drivers use GPS fleet technology to determine the fastest and most efficient route to their destination. This cuts down on the amount of fuel our fleet uses and the maintenance needed to keep it going. We've also invested in auxiliary power units (APUs) that provide our long-distance fleet with heat, light and power without the use of vehicle engines.

**Even our tires receive consideration.** All of the vehicles in our long-distance fleet use low-rolling resistance tires that decrease drag and improve fuel efficiency. For local equipment, we use retreaded tires, which are manufactured to retain about 90% of the original material. This method preserves oil and reduces the number of used tires in landfills.

**Sometimes, the most environmentally friendly trips are the ones not taken.** What started during COVID with remote work options has continued, with the majority of our corporate office and many at our branch locations making an impact virtually. And our new standalone corporation, WeSolve Workplace Environments, will continue operating remotely with employees located across the country.

**Finally, our video survey program — initially designed as a virtual option for smaller and rush estimates — has proven wildly successful with our customers while eliminating miles upon miles of travel time.** That success inspired us to look at our previous business model and drastically change it. Since then, we expanded our team from a single employee to six highly efficient estimators and significantly reduced the purchase of vehicles, gasoline, tires and oil for our sales team.



**Our drivers use GPS fleet technology to determine the fastest and most efficient route to their destination.**



## THE WESOLVE WAY

In August 2023, Hilldrup announced the acquisition of Graebel Commercial Services, Inc. (GCS), and the subsequent launch of WeSolve Workplace Environments. This new stand-alone, global corporation, under the umbrella of Hilldrup, offers office relocation planning, coordination and management services to help organizations of all types and sizes operate efficiently.

**“The added capabilities from WeSolve provides a true start-to-finish suite of workplace mobility services, positioning Hilldrup as the nation’s premier workplace mobility provider,” says Jimmy Murray, Hilldrup’s Executive Vice President and CFO.**

WeSolve approaches every request for workplace services with the philosophy of minimizing the environmental impact and maximizing the return to our clients. Our standard waste reduction/diversion method(s) begin with a project audit to understand our client’s reduction/diversion goals and expectations. We manage a thorough inventory so we can begin

investigating the best course of action for all assets. Items are categorized for repurposing, recycling, resale, transfer station (waste to energy facilities where available), donations and internal reuse. Metrics are tracked and reported through the collection of all receipts, weigh tickets, proof of sale and donation release liability.

Our goal is to raise awareness and educate our clients about alternative decommission practices. We make the process as simple as possible for our clients to integrate these solutions and have a positive impact on the community. Our sustainability partners audit our practices and provide ESG report metrics, submissions for LEED Certifications and other custom reports required by our clients.

## Meet Scott Snead

Scott Snead is the president of WeSolve Workplace Environments, where he is responsible for the vision, development and management of WeSolve’s team, clients and overall global success.

Previously, Scott served as President of Graebel Companies, Inc. / Graebel Commercial Services (GCI/GCS) prior to the acquisition of the company by Hilldrup and its rebrand to WeSolve Workplace Environments in 2023.

Scott brings 38 years of industry experience to his role, 25 years of which were with GCI/GSC specifically. His career includes work environments furniture services, relocation program management, planning services, logistics and supporting the work environments of major corporations, hospitality and healthcare brands both nationally and globally.



**SCOTT SNEAD**  
WeSolve Workplace Environments  
President



**WeSolve has been committed to ESG practices for many years. We are pleased to work with — and support — our prospects, clients and communities in the development of a more robust ESG program supported by associated metrics in the years ahead.**



**NATHAN MUELLER**  
**Hilldrup Final Mile  
Home Delivery**  
*Director*

### **Nathan Mueller Joins Hilldrup as Director, Final Mile Home Delivery**

In February 2023, Hilldrup welcomed Nathan Mueller to our Logistics division to further enhance our Final Mile operations. A critical part of the delivery journey, Final Mile is the last leg of a product's shipment to the customer's home. Companies rely on Hilldrup to represent their brand and deliver unmatched service during this important step.

Nate began by leading the teams delivering furniture, appliances, fitness equipment and other bulky products for high-level clients. He will continue to build the initial structure of the department, develop and execute sales and operational strategies and set performance metrics.

Nate joins us with 20 years of experience in the final mile home delivery sector and was instrumental in the start-up success of Final Mile at UniGroup Logistics. He has also held roles with J.B. Hunt's Final Mile Services division and Daryl Flood Logistics in Texas.



**The skills and experience of Hilldrup's delivery teams will allow us to differentiate from the typical Final Mile providers. I'm excited to allow us the leeway to build out our Final Mile program to ensure success and growth.**



## PRESERVING RESOURCES FOR FUTURE GENERATIONS

At Hilldrup, we have a firsthand view of the diverse natural environments that make our world beautiful and livable. Our experiences on the road and in metropolitan areas across the country have instilled in us a desire to minimize our impact through the conscious use of natural resources.

### Hilldrup improves energy efficiency by:

- **Using energy-efficient bulbs equipped with motion sensors** that turn off lights and save electrical power in our corporate office.
- **Purchasing EPA Energy Star-compliant computers, copiers, printers and other office equipment** that use up to 55% less energy than standard models; lower emissions and pollutants and limit the use of hazardous substances such as lead, mercury and cadmium.
- **Powering down computers** at the end of the business day to reduce unnecessary energy consumption.



### We conserve water by:

- **Using timers for landscape watering systems** that are programmed to run at the most efficient time of day and use a set amount of water.
- **Auditing water bills** for usage and to identify potential leaks.
- **Installing hand sanitizer stations** throughout our buildings to reduce the spread of germs and the consumption of water.
- **Installing low-flow toilets** in all bathrooms.
- **Providing hot and cold filtered water** in all kitchens to reduce the consumption of plastic bottles and the energy needed to chill or warm drinking water.

These are some of the things we're doing today, but we are always looking for more ways we can make a difference tomorrow. From research, learning best practices from other companies and encouraging employees to offer suggestions, it's a journey of continuous innovation and conservation.



## MINIMAL WASTE, MAXIMUM INNOVATION

Hilldrup's team takes great care to pack and transport our customers' belongings safely and securely — so sturdy packing materials are a must. **We carefully select products that are long-lasting, reusable and, whenever possible, made from recycled materials.**

For office, campus and workplace moves, we employ **reusable plastic totes and computer crates**, reducing the need to use and recycle cardboard. The crates have an average lifespan of 17 years, use less fossil fuels per pound to manufacture than plastic, produce less solid waste and emit fewer greenhouse gases than paper production and recycling.

In workplace settings, we use **plastic Masonite sheets** instead of wood boards to protect our customers' floors. Wood boards break down and require frequent replacement, while Masonite sheets can be reused for several years.

When cardboard is necessary, **we source corrugated products made from recycled cardboard** that reduce paper consumption and save trees. Any moving boxes that can be repurposed are made available to our self-pack customers. What can't be reused is always

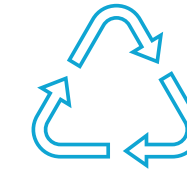
recycled. **Last year, we recycled nearly 1,300 tons of materials across our 10 locations.**

We even make sure the non-perishable food our residential customers don't want to pack is **donated to a local food bank** through our partnership with Move for Hunger.

Throughout our branch offices, including our Corporate Headquarters, we're actively taking steps to reduce waste generated during the course of business by **recycling toner cartridges, plastic bottles, aluminum cans and office wastepaper.**

Most notably, we have **a paperless document transmission and filing system that eliminates the need to print.** The Hilldrup sales team is equipped with iPads and our digital tool, Quotes-to-Go, to produce paperless estimates for customers. Once a customer signs on to work with us, they can complete move initiation and claims forms and submit payments online. And, employees can now access their pay stubs and W2s through an online portal.

These systems not only dramatically reduce our use of paper—they also help achieve our goal of providing a seamless and efficient customer (and employee) experience.



In 2023, we recycled over  
**1,292 TONS OF MATERIALS**  
across our markets:

**772 TONS**  
WASHINGTON, D.C.

**39 TONS**  
GREENVILLE, SC

**71 TONS**  
RICHMOND, VA

**95 TONS**  
ATLANTA, GA

**153 TONS**  
RALEIGH, NC

**65 TONS**  
ORLANDO, FL

**97 TONS**  
CHARLOTTE, NC



**10,849**  
Virtual Surveys  
in 2023



**17 YEARS**  
Average lifespan of our  
reusable packing crates



Hilldrup is among the **top 50%** of EcoVadis' respondents for our sustainability management system

## WHERE WE GO FROM HERE

At Hilldrup, we're committed to protecting and preserving our customers' items — and the world we live in. Our continued efforts to build a more sustainable business once again earned Hilldrup a bronze rating from EcoVadis, the world's largest and most trusted provider of business sustainability ratings. This means Hilldrup is among the top 50 percent of respondents for our sustainability management system.

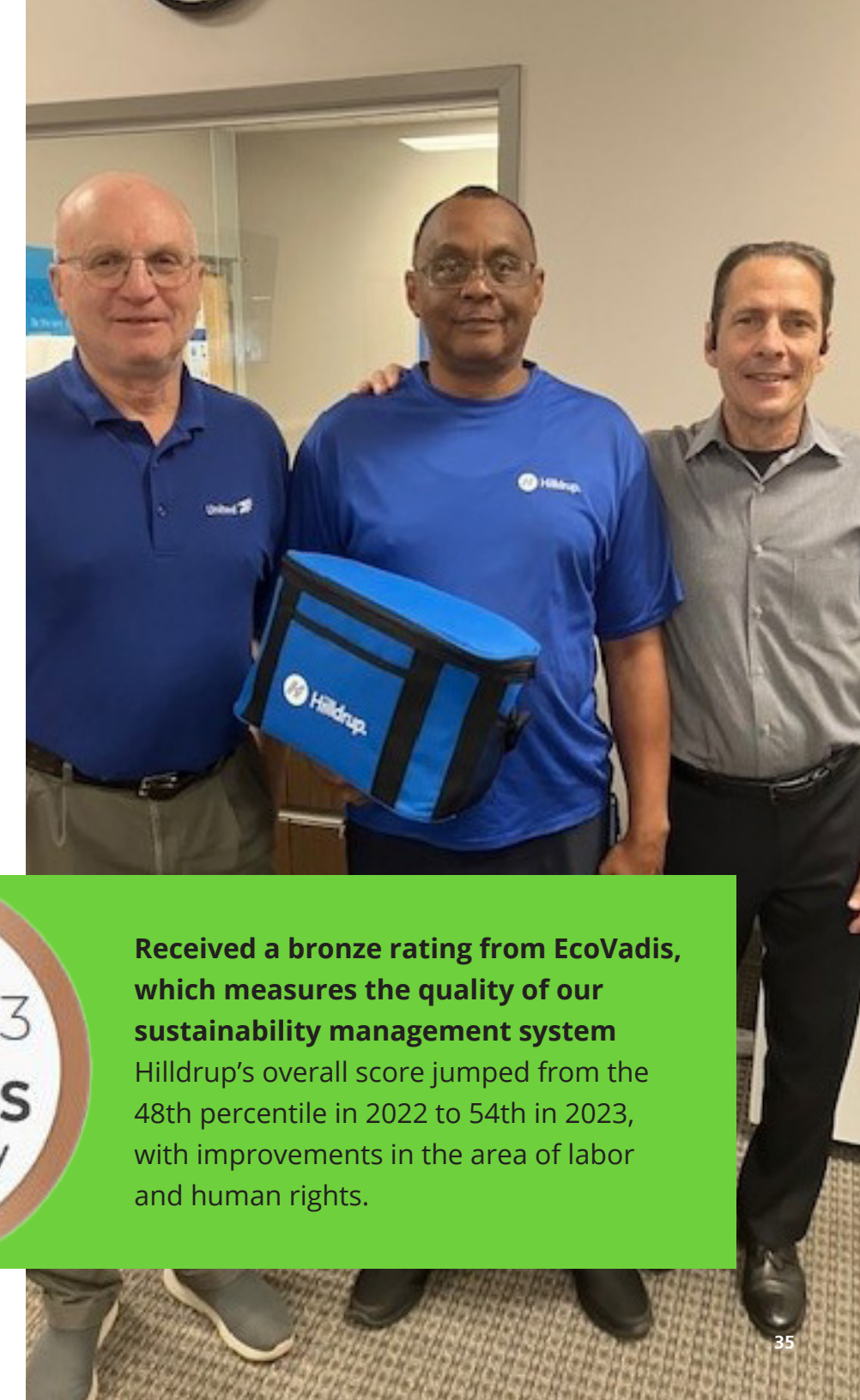
But our rating is only a baseline, and we recognize the journey that lies ahead. We are moving forward with a continued focus on conserving resources, eliminating unnecessary waste and reducing emissions.

We have a vision to *be the best moving services company, period*, and that means taking care of the people and places that make that vision possible. We never forget our responsibility to take care of the environment, just as we never forget our commitment to bringing you world-class service at every turn.



**Received a bronze rating from EcoVadis, which measures the quality of our sustainability management system**

Hilldrup's overall score jumped from the 48th percentile in 2022 to 54th in 2023, with improvements in the area of labor and human rights.



# forward FOR CONNECTION



## Giving back to the communities where we live and work has been part of our corporate culture throughout our 120-year history.

We have a legacy of leveraging our equipment, our financial resources and our talented employees to support organizations for women and girls, those in need of food and housing and local schools, among other causes and needs. Our employees are ready and willing to help wherever they're needed, from participating in fund-raising campaigns and supply drives to running 5K races and loading our trucks to deliver needed resources.

At Hilldrup, it's such a natural instinct to give back because our business is all about building community.

Our commitment to serving one another inspires us to give back to the individuals and communities that have trusted our brand and capabilities year after year.

We spend each day supporting individuals, families and businesses in our communities as they move forward in life and work. And we extend our commitment to giving back through strong partnerships and involvement in the areas where we live and work. We are proud to give back in the markets that have supported us through the years with active participation in local charity and outreach programs.

**We're passionate about not just moving families or businesses to a new neighborhood or office space but making those communities the best they can be.** We encourage our teams to give back to their local area in any way they can, through time, resources or financially.

Multiple initiatives are organized at each of our 10 branch locations throughout the year so that we can give back across our organization's footprint.



## A HAND-UP TO A BETTER SITUATION

The Hilldrup Move-Up Fund assists and empowers individuals and their families who need a “hand-up” to a more favorable living situation by providing the resources to address time-sensitive issues and maintain secure housing.

In 2023, we were excited to continue our partnership with The Community Foundation of the Rappahannock (VA) River Region and award a grant to the 516 Project, a Christian-based nonprofit construction ministry that provides local home repair, disaster response and food ministry. Home repairs and upgrades specifically target the elderly, frail, disabled and veterans, as well as socially isolated or coping with physical or mental health challenges.

Our grant of \$3,766 covered the repair costs for two households in need. The maintenance work for these homes focused on keeping the individuals safe, secure and comfortable and giving them a renewed sense of hope and security.

“The 516 Project’s work is how we envision the Hilldrup Move-Up Fund helping to transform lives of those throughout the community who need a hand-up,” shared Jordan McDaniel Hinkebein, Marketing Director. “As a moving and storage company, Hilldrup understands the importance of home and ensuring that it’s a place where you feel safe, secure and where you can truly thrive.”

The Hilldrup Move-Up Fund also awarded a \$3,000 grant to Empowerhouse, which provides confidential assistance to those facing domestic violence. Empowerhouse was able to keep four mothers and 10 children who survived domestic violence in their current, safe housing by assisting with partial rent and utility payments after government funding ran out mid-year.

Finally, Hilldrup initiated an annual \$3,000 donation to Servants at Work (SAWs), a nonprofit that provides wheelchair ramps to low-income, permanently disabled individuals. The organization’s mission aligns perfectly with the goals of Hilldrup’s Move-Up Fund.



**As a moving and storage company, Hilldrup understands the importance of home and ensuring that it’s a place where you feel safe, secure and where you can truly thrive.**

## DELIVERING CRITICAL SUPPLIES

Food scarcity is an unfortunate reality for many struggling families. Last year, our branch locations banded together to help meet essential needs in their communities and use our resources to reach individuals and families in need.

Hilldrup is a long-time partner of Move for Hunger, a nonprofit that partners with relocation companies across the U.S. and beyond to collect food donations from those who are moving. In May 2023, seven of our branch locations collected 2,895 pounds of canned food, which they donated to food banks or other nonprofit organizations in their immediate area.

We also regularly lend our teams and trucks to do what we do best — safely deliver items to wherever our customers need us to go next!

For the third year in a row, Hilldrup Orlando assisted with a food drive to bring Thanksgiving dinners to local families. Residents and volunteers from the Laureate Park of Lake Nona neighborhood collected stuffing, potatoes, canned corn, green beans, applesauce and more. Then, members of Hilldrup's Operations team loaded, transported and delivered the donation baskets, which provided enough food for 150 families thanks to the Embrace Families organization in Sanford, FL.

In April 2023, our Atlanta office also supported Move for Hunger by picking up 4,700 pounds of fresh produce from a local food distributor and transported it to the warehouse of the food rescue nonprofit Second Helpings Atlanta. And in May, our Marketing and Client Services team volunteered at the Fredericksburg Food Bank, helping to pack 528 boxes of food for The Emergency Assistance Food Program.

Food is a critical need, but as we learned during the pandemic, it's hardly the only necessity. When Rappahannock United Way (RUW) and the United Way of Greater Richmond & Petersburg partnered with local Publix stores to host a toilet paper drive, they collected more than 10 pallets of toilet paper. Hilldrup's service teams picked up the toilet paper from Publix



and delivered the pallets to RUW's offices for storage and later distribution.

◀ Move for Hunger donation 2023 in Stafford, VA

### Top 3 all-time branch contributors to Move for Hunger

# CHARLOTTE

25,772 POUNDS OF FOOD

# ATLANTA

5,667 POUNDS OF FOOD

# STAFFORD

1,435 POUNDS OF FOOD



In 2023, we transported  
**10,849**  
pounds of food



This is enough to provide  
**29,391**  
meals

## A COOKIE EXTRAVAGANZA

The Girl Scout cookie sale is the largest girl-led entrepreneurial program in the world — and getting boxes of Thin Mints in the hands of clamoring customers is serious business.

In its first year assisting with Girl Scout cookie distribution, Hilldrup Atlanta prepared for the Count N Go event with a plan to ensure the swift distribution of 34,957 cases of cookies to local troops.

Our team arrived at Six Flags White Water Park in Marietta, GA, at 6 a.m. to set up the traffic flow and organize cases of cookies. By 8:30 a.m., lines of SUVs, cargo vans and U-Hauls from 346 Girl Scout troops started lining up for pick-up. The flow was seamless, thanks to Hilldrup's 45 crew members, including four project managers, a forklift operator, four tractor-trailer drivers and 34 movers. They later delivered an additional 6,779 cases of cookies to Kennesaw, GA and released an additional 1,217 cases from Hilldrup's dock.

The crew at Hilldrup Charlotte also assisted with a two-day event — this time with three cookie releases. First, 9,800 cases were delivered directly to Girl Scout homes for 13 smaller troops. Then, girls and families from 139 troops drove through Mecklenburg County

Sportsplex at Matthews, where Hilldrup team members were positioned at nine loading points. Finally, Hilldrup Charlotte's warehouse served as a pick-up location for 201 troops. In total, Hilldrup Charlotte received and distributed 82,449 cases of cookies.

▼ Girl Scout Cookie Drive 2023



## Supporting Women and Girls

Girl Scout cookie season is big business, but it's hardly the only way we support women and girls in our communities. Hilldrup is also a sponsor of Girls on the Run Piedmont (VA), a nonprofit that promotes physical, social and emotional well-being for girls in 3rd through 8th grade. The \$500 sponsorship provided running shoes for 15 girls in the program. Hilldrup also sponsored — and attended — Rappahannock United Way's 2nd Annual Women of Influence Luncheon. Event proceeds went to RUW's Prosper Mentoring Program, which takes a holistic approach to helping local women reach a higher level of economic stability.

## THAT'S NOT ALL

Throughout the year, Hilldrup employees could be found supporting their local communities through fundraising events, corporate sponsorships, giving campaigns and youth programs. Here are a few of the causes that we were honored to be a part of in 2023.

- **Sponsored Operation Healing Forces' benefit dinner**, with all proceeds supporting the nonprofit's work promoting long-term mental, physical, emotional and fiscal well-being for Special Operations service members and their families.
- **Provided our stage trailer for Servants At Work's 2nd Annual Dueling Pigs BBQ Challenge**, which raised money for SAWs' life-changing mission of providing mobility ramps to permanently disabled, low-income individuals.
- **Sponsored the University of Virginia's home football game** against Duke University. (Bonus: Chuck Mills, a veteran Hilldrup driver of 27 years who moves UVA's equipment, was introduced and featured during the game.)
- Our annual **Campaign Kickoff Week for Rappahannock United Way raised \$33,336.56** for our long-time community partner.

- **Attended the Coca-Cola Scholars Banquet as a Silver Donor.** The foundation awards \$20,000 college scholarships to exceptional high school students who are dedicated to leadership, service and positive action.
- **Sponsored — and participated in — the Stafford Hospital Spring Fever 5K.** Funds went to the Stafford Hospital Foundation, which works to enhance the health, quality of life and vitality of Stafford County.
- **Helped assemble 100 bags of party supplies for Celebrate! RVA**, a nonprofit that makes birthdays special for underserved children in Richmond, as part of Hilldrup's participation in the Virginia Area Relocation Council's Winter Wonderland Conference.
- **Hosted behind-the-scenes educational tours** for students from Fredericksburg's Lafayette Elementary School and the University of Virginia's Darden School of Business, as well as members of the Alliance of Interior Designers.
- Since 2019, our Corporate Headquarters has **featured paintings, collages, drawings and more from Stafford County Public School students**, and these artists and their families are invited to an open house art show and event with senior management.







*always*  
**FORWARD**

**At Hilldrup, Corporate Social Responsibility is more than a buzzphrase. We are all connected by community, and we have a duty to do our part to support the people in the places where we live and work.**

**So... where do we go from here?** Moving forward, we are looking to expand our inclusion education offerings, promote diversity in hiring, enhance our conservation and sustainability efforts and continue to give back through time and dollars across all of Hilldrup's branches.

**Moving impact and promoting positive growth and change is a journey that takes commitment.** At Hilldrup, we're proud to say that commitment, dedication and service are at the heart of all we do.

**Thank you for being a part of this journey with us!**

Whether you share this CSR report with your colleagues or are inspired to take action in your own community or industry, it's clear that together we're always moving forward.

◀ Van Operator Appreciation Day 2023 Stafford, VA





[www.hilldrup.com](http://www.hilldrup.com)