



Updated 11/2022

### **Company Protocol Updates**

- **COMMUNICATION**
  - Before beginning a job, please verify that the home/ space has been photographed or videoed with Silvia's or Kelsey's iphone/ ipad.
  - If in doubt- document, document, document with your iphone.
- All verbal, in-person or electronic communication with clients must be documented and reported to SB SOS management.
  - Please summarise communication as a meeting note in Google calendar, or
  - cc/ bcc SB SOS management on emails or texts.
  - Reporting communication is essential from the time they sign as an SB SOS client to at least 3 months post move-in date.
- **ALCOHOL & DRUGS**
  - Unless it's a wine collection that SB SOS could potentially sell for a client, all alcohol must be photographed and disposed of at the clients property. It may not be removed offsite.
  - We have found flushing alcohol down the toilet is the best way to avoid excessive odor.
  - Prescriptions are to be treated in the same manner. They must be photographed and disposed of on site. Most drugs ([per FDA](#)) can be flushed down the toilet. If the client prefers us to deliver to a pharmacy or police station- please photograph doing so.
- **DONATIONS**
  - All donations must be photographed before removing them off-site with Silvia's company ipad or your iPhone/ Android device..
  - Photographs and descriptions must be uploaded to the appropriate Google spreadsheet within 24 hours.
  - All donation receipts must have the client name on them, a general description of items donated and your initials.
    - Donation receipts must be given to Kelsey by every Wednesday.
  - Donated items **must not** be taken to another reseller- including those resellers who indicate they give a portion of their proceeds to charity- they are NOT a charity.
  - Check with clients (or Kelsey) as to whether they have a preferred charity for donations.
- **GIFTS**
  - Employees may not accept gifts or tips from clients without prior approval from Kelsey Samuel.
    - Please explain to clients that we have a company policy that prevents you from accepting gifts and tips directly, and to please discuss with Kelsey.
- **WEAPONS**
  - Immediately photograph weapons- guns, bullets- in place. Do not handle them without approval from Kelsey. Do not attempt to disarm a weapon. Report to Kelsey.
- **CASH & JEWELRY**
  - Immediately photograph in-place (i.e. as you found it). If another employee is on-site, have them verify the documentation of the items- send a text message to each other.

Employee name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_