

OPERATING POLICY

PAYMENT RATE & SYSTEMS

Pay Rate

MANLY MOVING LLC will inform you of your rate upon being hired and award raises as MANLY MOVING LLC sees fit and will be based on progress and performance within the company. We ask that each employee keep their pay rate private.

Mover

- Pay is calculated using the company software and includes Google's calculated travel time to and from the job plus customer charged job hours.
- If you are traveling from one job to the next, travel time will be calculated by what Google reports as travel time to the next job location.
- In circumstances where a long wait time is reported and approved by a supervisor, and is not on a customer's move time, a request must be made in writing for compensation for those hours.
- For long distance, overnight jobs: Paid at day rate of \$180/day + \$20/day for food and all hotel expenses.
- Tips that are included in customer's payment and not paid directly to each mover will be paid through the paycheck reflecting those dates.

Operation Managers

- OM pay is salary based with possible commission bonuses.

Asset Managers

- Asset Managers pay is hourly for time taking care of responsibilities. Minimum time blocks may apply for different job functions

Sales

- Full-time Sales Reps are either paid a salary set price with bonuses for meeting sales goals.
- Part-time Sales Reps are paid a commission off of each booked move that doesn't fall through.

Hourly

- If you are a non-mover in an hourly pay rate position then hours will be submitted via the timeclock and hours will be approved or adjusted as agreed upon with a supervisor.

Commission Based

- If you are a commission based employee then you will be paid for the work completed and compensation may be adjusted down if work is not meeting role expectations.

Pay Days

All employees will be paid weekly. Paychecks will be issued on the Wednesday following each pay period. Pay periods are 14 days long and start on a Monday and end on the following Sunday. Advances in pay are highly discouraged and are only available for dire circumstances and must be approved by a Corporate Manager. All employees must wait until payday to receive their checks or direct deposit. When a payday falls on a day that the office is closed, paychecks will be issued anytime on the next business day. All employees must pick up their paychecks

personally... no exceptions. Employees that quit without a written 2 weeks notice will be paid their final check at minimum wage unless emergency situations apply.

Loss of Paycheck

Once your paycheck is issued to you, it is your responsibility to keep track of it. Replacing your lost paycheck will take five (5) business days, and \$50.00 will be deducted from your replacement check to cover bank and administration fees.

Schedule

Each employee will be required to update an "availability schedule" once a month. You can submit and print the availability schedule from the employee tools sheet. You must submit this at least 1 week before the 1st of each month. If you are scheduled for a day you submitted as available and cannot work, it is your responsibility to find a replacement. Fellow employees' contact information will be listed in the employee tools sheet.

POSITIONS & EXPECTATIONS

MOVERS

NEW-MOVER

Pay: starting or advertised wage

Expectations: Be on-time, good customer service, hard working, not constantly on phone, self starter, good listener, coordinated, strong, and a good learner

Advancement Requirements & Roles:

- Complete new hire checklist
- First 10 jobs with lead mover
- Interview with area manager
- Complete 10+ jobs
- Knows company rates and how to charge
- Knows how to use Connecteam and SmartMoving
- Has access to Intuit Workforce to access pay stubs and submit a W-4
- Watch New Hire training videos

MOVER

Pay: \$0.50 raise - \$0.50 raise over starting pay

Expectations: Meet all previous expectations. Must have 10+ jobs completed. In addition you need to know how to fill out a contract, charge a customer, have all required apps downloaded, and be progressing as a mover.

Advancement Requirements & Roles:

- Watch all mover training videos
- Able to load/unload a truck with no additional instructions
- Understands contract, job pricing, job responsibilities, job reporting, and dolly/hand truck use
- Knows how to cover and stretch wrap furniture as well as cover and band furniture
- 25+ jobs or prior experience
- Know/learn rental truck checkout process
- Must be able to load a truck themselves under supervision to move to "lead mover" status

LEAD MOVER

Pay: \$0.50 raise over mover pay

Expectations: Meet all previous expectations. Must have 25+ jobs completed. Can be trusted with successfully handling a normal load or unload job without supervision or damages. Can hook up and drive with a trailer. Has completed all mover and new hire training videos.

Advancement Requirements & Roles:

- Able to move, load and drive rental trucks/trailers
- Minimal damages when moving
- Do 3 piano moves
- Do 2 grand piano moves
- Do 1 hot tub move
- Do 2 700lb+ gun safe moves
- The crew lead sees them as ready to advance as a trainer and as a pro mover
- Able to solve problems and skilled in all areas
- Completed all training videos and tests
- 75+ jobs

PRO MOVER

Pay: \$.50 raise over Lead mover pay

Pay: \$.50 raise if you qualify at this point to become a driver.

Expectations: Meet all previous expectations. Must have 75+ jobs completed. Can be trusted with successfully handling a tricky load or unload jobs without supervision or damages. Can operate all equipment and can lead most specialty item moves. Has completed all mover and new hire training videos.

Advancement Requirements & Roles:

- Knows all or most moving techniques and is confident on any kind of move.
- Feels confident leading moves with any kind of specialty items (pool tables excluded)
- Is in charge of training new hires to lead movers
- Continue to move with minimal damages
- Displays great leadership
- Comes off as confident and has great customer service and interaction
- Can move and level a pool table (has moved at least 2)
- Has completed 125+ jobs

CREW LEAD

Pay: \$1 raise over pro mover pay

Expectations: Meet all previous expectations. Must have 125+ jobs completed. Can be trusted with any move big or small, local or long-distance. Can perform any specialty move. Has completed all training videos. Displays great leadership and accomplishes all tasks assigned. Submits employee evaluations for rank advancement.

Advancement Requirements & Roles:

- Leads big move jobs
- Performs difficult moves and deals with client's needs/complaints
- Trains lead and pro movers
- Sends weekly report of employee progress to area managers
- Will have the most experience and displays great leadership skills among the crew
- Awesome people skills
- Job opening coming available
- 175+ jobs

PRO CREW LEAD

Pay: \$1 raise over crew lead pay

Expectations: Expected to meet all previous expectations. Must have 175+ jobs completed. Can perform any move of any type without problems/ damages. Performs all the same tasks of a crew lead.

Advancement Requirements & Roles:

- 250+ jobs
- Is a leader and is a hard worker
- Is a self-starter who finds tasks to stay busy
- Wants an extended future with Manly Moving

Master Mover

Pay: \$1 raise over pro crew lead pay and \$1 each additional year with company

Expectations: Expected to meet all previous expectations. Must have 250+ jobs completed. Can perform any move of any type without problems/ damages. Performs all the same tasks of a crew lead.

Roles:

- In charge of training
- Take videos and pictures of loads and moves

Dispatchers

AM DISPATCHER

Pay: Pay is an hourly rate w/ 1 hr pay daily and 2 hr pay on weekly inventory day.

Expectations & Roles:

- Does morning inventory for equipment used day prior
- Does weekly inventory of all equipment and supplies and files a report
- Prepares moving equipment and supplies for that days movers
- Inputs equipment assigned to each crew in job comments
- Notes any damaged or missing equipment in inventory report
- Performs all equipment walkthroughs and repairs where possible
- Checks vehicle fluids and all tire pressure weekly and files a report
- Supplies 1st time workers with new hire booklet
- Reminds workers to call customer right away with ETA
- Fills in known customer info into that days contracts
- Files all reports with the area manager and communicates work notes.
- Responsible for daily crew operations
- Schedule qualified movers to the right jobs accordingly
- Ensure that crews are on time, performing quality work, and ensuring customer satisfaction
- Responsible for ensuring drivers turn in driving reports & logs
- Sees to it that lead crews are using the smartmoving software appropriately
- Provide excellent customer service, react quickly and flexibly to ever evolving customer demands
- Excellent written and Verbal communication skills, comfortable interacting with all levels of employees, management, and third party vendors.
- Conduct performance reviews and discipline movers if HR rep can't do it.
- Responsible for requesting hiring more guys to the HR representative.
- Deliver moving supplies as needed
- Troubleshoot problems as they arise throughout the job process, communicating appropriately with sales, movers and coordinator; escalates problems promptly when needed

- Assist move coordinators when needed, by answering phone calls, handling paperwork, running credit cards etc.
- Multi-task and interface at all levels of management
- Problem solve, react quickly to issues not immediately resolvable

PM DISPATCHER

Pay: Pay is \$20 per quality mover that makes it to the “mover” position. Pay is 1 hr per night dispatching.

Expectations & Roles:

- Copies jobs from calendar to Trello template in crew calendar
- Confirms all moves with customers 1-3 days in advance
- Reminds employees weekly to update their availability
- Fills jobs throughout the week with appropriate movers
- Posts hiring ads online when needing workers
- Hires new movers and fills in remaining candidates into our backup mover database
- Adds new movers to Trello via email
- Communicates with call center about missing or incomplete or confusing job details

Sales

Sales Manager

Pay: Salary pay plus commission bonuses

Expectations & Roles:

- Manages call center
- Hires & Fires CSRs if no HR rep
- Submits call Volume reports
- Submits call to job conversion report
- Takes over calculations of quotes for long distance jobs
- Takes over the booking of trucks for jobs
- Handles the booking of all items for long-distance jobs
- Ensures CSRs are following scripts and converting calls into jobs
- Oversees equipment and tools needed for call center
- Responds to customer emails
- Sets CSR goals
- Conducts monthly meetings/trainings
- Schedules move quote walkthroughs with area managers

Sales Reps

Pay: Salary pay plus commission bonuses

Expectations & Roles:

- Answers phone calls
- Responds to form submissions
- Inputs call log notes and customer notes with follow up
- Quotes for local moves
- Passes long-distance moves to CRM
- Sends out company business cards
- Provide outstanding customer service on all calls and online inquiries
- Recommend moving services and products based on cost, availability, and customer specifications (up-selling customers)
- Input information into the CRM to provide accurate move estimates and schedule moves
- Obtain customer feedback through follow-up calls, both during and after moves; calmly and professionally handle customer concerns
- Prepare move-related paperwork and documents
- All duties as assigned

Human Resources

HR Reps

Pay: Salary pay plus commission bonuses

Expectations & Roles:

- Handles all employee hiring and firing
- Handles all disciplinary action
- Follows up with employee progress and training
- Conducts performance reviews
- Communicates with employees or area managers about employee status
- Ensures all state and federal employee guidelines are met.
- Ensures each location has correct paperwork and posters available for employees
- Conducts trainings on fair employment and provides online trainings on that material
- Compiles all employee information and maintains its accuracy
- Files with department of labor websites
- Keeps insurance up to date with correct employees

MOVING DAY - PLAY BY PLAY

The night before the job

1. Log into the smart moving app and confirm your next day job or confirm it via text.
2. If you are the lead crew then you need to review job details and materials or tools needed for that job & confirm details with dispatch if necessary.
3. Message the other movers you will be working with and agree on a time to meet at the garage 15 minutes before you need to depart for the job to ensure you are early to the job and have time to deal with pre-job situations if they arise.

Goal: Have the whole crew confirmed for the next day's jobs and ready to go.

When you arrive at the homebase in the morning

1. A lead crew member looks at their job details on the smart moving app and verifies what vehicle they're assigned to.
2. Next the crew needs to look at the list of materials/tools needed for that day's jobs and make sure they are all loaded or accounted for in the Vehicle.
3. Vehicle & Trailer inspections need to take place before leaving the homebase parking lot.
4. Before you pull out of the homebase parking lot the lead crew needs to click the "en route" button and add sms notification to the customer.
5. If rental equipment is needed for the job then you will update the en route time and click en route when you leave homebase, but call the customer upon arriving at the rental agency with your updated ETA.

Goal: Arrive at the jobs on-time with the right equipment and materials and do so while keeping the customers in the loop so that each customer starts their move on a high note.

When you arrive at the job

1. The lead crew needs to press "arrived" on the smart moving app when arriving at the start address and before meeting the customer.
2. Greet the customer with all the crew members onsite.
3. Open the Smartmoving app and go over the contract with the customer and get the initials on the required fields before starting. If the customer requests special insurance or refuses to sign it is mandatory to call Kyle or Brett before proceeding. After you get the signatures needed on the paperwork, close out of the documents.
4. Click the "start job" button. If the job is outside of a homebase city that requires travel time or the job notes state to start the clock when you leave the homebase or a specified location, change the start time to the appropriate time.
5. While one mover is going over the contract, all other movers will be out at the truck opening it up, dropping the ramp, and getting ready to get moving.
6. After completing the above steps you can now do a walkthrough with the customer. The walkthrough and all moving and house prep needs to be done on the customers time.

Goal: Protect ourselves and help the customer know our system, pricing, and coverage. The goal is also to have a positive and professional first impression on the customer.

Notes: If you are doing an unload service only, then all the steps are applicable up to this point and then skip to the unloading walkthrough section.

Pre-Loading Walkthrough

1. Have the Customer show you the property in detail. If you are at a storage unit have them show you what they can and describe to you what you cant see. Listen carefully to the customer.
2. Identify all very fragile boxes, fragile furniture, furniture, antiques, high value, and sentimental items.
3. At a house, go room by room and check or ask about specific items or closets.

Goal: The walkthrough is to estimate the space needed to fit everything, and the time it will take to do the load. You want to identify what goes and what stays. Help customers in not forgetting anything by asking about the shed or the grill out back, or the cubby under the stairs. Also identify what items will be awkward to load so that you can load those items earlier on. This is often an undervalued step in customer service.

Preparing to move

1. Finish getting the truck or trailer all setup so that you have the shortest but most efficient carrying distance possible.
2. Prep the house. This means laying out the floor protector mats and/or blanketing floors where needed as well as protecting walls, door, and railings where necessary.

Goal: Efficiency and to prevent damages

Starting to Load

1. Load the truck with the heavy & Sturdy items on the bottom, the middle level should be chairs or boxes, and the top level should be open boxes, light boxes, fragile items, or awkward items.
2. Toward the front you want to load as many of the awkward items as possible so you are left with boxes and easy to load or tier down items at the end.
3. Each tier you are working towards a flat wall for your next tier
4. All furniture needs to be fully wrapped so no damage occurs on any part of the piece. Stretch wrap or band the blankets to hold them in place
5. Use the blankets to fill in any gaps or extra cushion so there is no gaps or space for anything to move or shuffle around.
6. Remember that a tight load is a safe load. The less a load moves around the less damage that occurs. Strap down the load every few tiers to ensure nothing shifts.
7. Blanket and wrap all pictures, glass, TVs extra and always load them standing up (glass is at its strongest point standing up) strap them to the wall or fill them in between mattresses.
8. Use the extra boxes and shrink wrap as needed if any customer has miscellaneous stuff or loose odds and ends that aren't prepared or need to be packed or have any glass or China cabinets that need extra protection with shrink wrap.
9. Where possible try to load room by room to make the unloading easier.
10. Watch all training videos to learn proper loading and moving techniques.

Goal: Load any kind of truck efficiently and safely so that everything rides safe and that it all fits.

Post-Load Walkthrough

1. Once the load up is complete or the truck is completely full, have the customer do a walkthrough and make sure that you got everything that they wanted to go.
2. During the final walkthrough roll the blue floor protectors up and get any blankets or protection that was set up in the house and do a walkthrough and make sure you have all of our tools, equipment, and supplies.
3. Put all the blankets, floor protectors, tools, dollies, and any other equipment used is put back in the truck make sure everything is completely secure and everything is tied down

as needed before you shut the truck up. (Make sure the floor protectors and any other extra blankets are accessible to grab off the truck first)

4. Tap the “finished loading” button on the smart moving app

Goal: Make sure no tools or equipment are left behind. This also ensures that the customer is happy with us that we were thorough and left nothing behind.

Unload Prep

1. When you arrive at the destination tap the “unloading” button on the smart moving app.
2. Now get the truck set up and get the new house set up for the unload by protecting any floors, doors, walls, railings as you did with the load up.

Goal: Ensures the new house is well protected and the customer sees our efforts to protect their new home.

Pre-Unload Walkthrough

1. Have the customer give you a walkthrough of the layout and general area of what's going where and what room is what. Get info like on what wall they want their bed set up on and where does your piano go.
2. When doing the walkthrough come up with names for each room with the customer so when they say downstairs office you know which room that is.

Goal: This helps us be efficient in unloading to give the customer a better experience.

Unloading

1. It is almost impossible sometimes but have the customer stay in a general area and direct traffic of what goes where when it comes off the truck.
2. As you take every blanket off an item, fold that blanket neatly and put it up in the stack. This needs to be done as you go on the customer's time and not all at the end.
3. Tie downs also are wrapped and put away as the truck is being unloaded and not at the very end.
4. So when the final piece is ready to unload all the blankets are folded and put up and all the straps and everything are hung up correctly and the truck is all set up and ready to shut and go after the last piece of furniture comes off the truck.

Goal: This helps us remain organized and efficient which adds to our professionalism.

Post-Unload Walkthrough

1. After everything is unloaded do a walkthrough with the customer and see if anything needs to be moved around or rearranged. and
2. Make sure that everything they wanted reassembled was assembled.
3. If you hook up their washer and dryer then let them know it is their responsibility to check for leaks. Also tell them if they need a different plug or if you didn't hook up a water line or anything like that.
4. Ask them for any last things you can do to help them while you are there.

Goal: So we don't forget any tools and supplies and so the customer knows we did everything in our power to finish the job completely.

***If you realize the job might take longer than expected, call dispatch and inform them of the situation. Then tap the 3 dots button on the top right of the smart moving app then choose request extension and request the estimated amount.

Finalizing the job

1. Once the job is completed and everything is set in place and the customer is pleased with everything and doesn't have any more requests or services needed done. Do a final sweep to make sure there are no protectors, equipment or supplies still in the house and are all put away in the company vehicle with the doors shut.
2. Then go to the smart moving app and press "complete job" (if the job requires additional travel time, it needs to be added on or the location changed to reflect the correct time.
3. After that press next and confirm the times for the job. If anything needs to be adjusted, adjust them to the correct times, or adjust the drive time needed.
4. If there were damages, then call a supervisor to see if any deductions should be made. Do not make this call in the presence of a customer.
5. If there is any important information for management then make those comments in the job notes.

Goal: So we double check to make sure we don't lose any equipment and so we are ready to go as soon as payment is collected. This is the final chance to make an impression with the customer to ensure good tips and reviews. Our customers also are aware of all charges when they book with us and so charging for services rendered is expected. Any discounts need to be run through management so we can maintain a profitable company.

Left the Customer's House

1. Once you are back in the vehicle mark en route to your next job.
2. If you are done for the day then refuel the vehicle if it is close to $\frac{1}{4}$ of a tank.
3. Return the truck to its spot at homebase and put all equipment or supplies away that don't remain with the truck.
4. Sweep out the truck if it is dirty.
5. Put any job payment or receipts in the payment box.

Goal: Either head on over to the next job or return the truck and equipment so they are ready for the next move day and crew.

Summary Checklist

The night before move day

1. Confirm your next day jobs on app and with your crew

Move Day

1. Inspect your vehicle and have all the equipment and supplies for that day's jobs.
2. Mark "en route" on app
7. Mark "arrived" on the app at the customer's address.
8. Go through the contract with the customer
9. Mark "start job" on the app.

10. Prepare the house and truck to start moving
11. Do the pre-loading walkthrough with the customer and all your crew.
12. Load the truck following the company system and guidelines.
13. Do a final walkthrough with the customer after loading the truck
14. Grab all supplies and equipment before leaving the loading address.
15. Mark "finished loading" on the smart app
16. Mark "unloading" on the app.
17. Get the truck set up new house prepared for the unload
18. Pre-Unload Walkthrough
19. Fold and put away all equipment and supplies as you go
20. Post-Unload Walkthrough
21. Finalize contract and collect payment
22. Post-Move Walkthrough
23. Mark "en route" to next move or head back to homebase
24. Put away the vehicle and all moving supplies
25. Put all payment and receipts in the payment box
26. All Done!!!