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The most important basics to remember:

- 0.01** Call or text other crew member 30 minutes before you are supposed to leave on first job of the day to let them know that you are up and on schedule.
- 0.02** If you cannot confirm that your crew member is up and on schedule 20 minutes before you are supposed to leave on first job of the day, call and text Thomas Immediately
- 0.03** If neither your crew member, the scheduler, or Thomas can get in touch with you within 20 minutes before you are supposed to leave Greenwood on the first job, then someone else may be scheduled to work in your place and if that happens you will be fined
- 0.04** If you confirm you will do a job, don't tell me otherwise and do not do the job, a \$100 no call no show fee will be deducted from your pay.
Pay will be sent by 11:59 pm on Tuesday times may vary depending on workload. Do not ask when pay will be sent out unless Wednesday has come around and you still have not been paid and it is between 7:00 am and 11:00 pm.
- 0.05** Crocks are not allowed
- 0.06** You must wear correct company shirt and pants with belt to all jobs
- 0.07** Always call the client at least an hour before you are supposed to be there to confirm city, state, and time. Text the client the same information if client doesn't answer. "This is (Your name), with the moving company. We are on the way and will be at (address) at (arrival time according to GPS)."
- 0.08** When job is done go in each room and check to make sure you are not leaving equipment. We have never had a new guy make it 2 months without leaving at least \$200 worth of equipment. The cost of equipment will be deducted from everyone's pay that was on job.
- 0.09** Recruit a new driver, and Thomas will add drivers referral bonus of 5% of the drivers earnings to your pay for as long as the driver and you both work.
- 0.10** Weekly evaluations are like a temporary raise that Thomas pays out of pocket at his discretion which allows people to be paid what they are worth rather than how long they have been working or how much they used to be worth.
- 0.11** If you believe the pay summary is incorrect, mention the specific day you believe is incorrect and the details about it which you believe are incorrect.

Company Procedures

Prevent Damage

- 1.01** Wrap items properly by fully blanketing every inch then using shrink wrap to avoid any damage.
- 1.02** Wrap items before moving them out of the room that they are in.
- 1.03** If an item has any drawers or anything that can open, shrink wrap it before going up or down stairs.
- 1.04** Pick everything up completely. If client wants it moved a few inches, pick it up.
- 1.05** When you take bolts, screws, nuts off dressers, beds, whatever put the loose parts in a bag and shrink wrap it to an obvious part of the thing you took them off. Do not place them in a drawer or put them in your pocket. If client doesn't have a bag, make one out of shrink wrap.
- 1.06** If you must stand pieces on end to make a turn, put a moving blanket down first.
- 1.07** If you stand a couch up on its side in the uhaul, put a blanket on the floor first so it doesn't get dirty, also ratchet the couch to the side of the uhaul so that it doesn't fall or gouge anything.

- 1.08** If you ratchet anything wooden to a uhaul use a blanket to protect the item from ratchet straps.
- 1.09** If you ratchet anything to a dolly, make sure the part you crank only touches the dolly and not the item.
- 1.10** When using dolly, the dolly always stays below you. If you go up a ramp, you go up first. If you go down a ramp, the dolly goes down first.
- 1.11** If it starts raining and you take a break, close the uhaul first.

Special Item Handling

- 2.01** If an item has glass, like a China cabinet, and it is in your best interest to see where the glass is, then don't wrap it in blankets before getting it in the truck. Use cardboard to cover glass then shrink wrap it if possible. Then use blankets and shrink wrap it again once it is in the truck. Put a note on item if you can "fragile glass" if you can't tell its glass after it has been wrapped.
- 2.02** If client has a toolbox on wheels, or anything else on wheels, lock the wheels if possible and ratchet strap it immediately on the truck.
- 2.03** For purple mattresses and other heavy foam mattresses, fold them, use two ratchet straps to keep them folded, and put them on a dolly. Especially for stairs.
- 2.04** Fully wrap the piano in blankets and shrink wrap, then Secure piano to wall, using additional blankets between ratchet straps and piano, putting ratchet straps on lower piano where knees go in, avoiding legs of piano.
- 2.05** Kayaks need 6 total ratchet straps to secure. Use two ratchet straps on the top board of uhaul's, going from side to side of uhaul to make a shelf. Put the kayak on the ratchet strap self-made shelf. Put blankets protecting kayak from ratchet straps. Two more ratchet straps needed after that on either side of the kayak to keep it from shifting during drive. Connect one ratchet strap to the left side of the uhaul, around kayak, then back to the left side to prevent the kayak from moving to the right. Then repeat process with the right side to prevent the kayak from moving to the left.
- 2.06** Never slide a fiberglass kayak even on uhaul floor.

Renting Uhauls

- 3.01** If you rent a uhaul on company card, be sure to take it back with the same amount of gas it had when you got it. Failure to do so will result in the charge for gas being deducted from your pay.
- 3.02** If you rent a uhaul, be sure to get the cheapest insurance package.
- 3.03** If you rent a uhaul, be sure to send Thomas the receipt for gas for the uhaul immediately and include a note in the text that was for the uhaul rental.
- 3.04** If you rent a uhaul, be sure to take all the trash out of it. Failure to do so will result in the cleaning fee being deducted from your pay.

Other Important Procedures

- 4.01** Start time is when you get to the first location or start time listed on notes (whichever is the later time), end time is when you leave the last location after cleanup.
- 4.02** If picking up a ubox or uhaul, the first location is uhaul.
- 4.03** Working for client off the clock will result in termination. Applies to current and past clients.

- 4.04** Copy and paste the address into maps, don't click on address link. Make sure city and state are the same. If you go to the wrong city or state, it will be counted as personal miles and deducted from pay
- 4.05** Have GPS default to avoid toll roads
- 4.06** Call or text other crew member 30 minutes before you are supposed to leave on first job of the day to let them know that you are up and on schedule.
- 4.07** If you cannot confirm that your crew member is up and on schedule 20 minutes before you are supposed to leave on first job of the day, call and text Thomas Immediately.
- 4.08** If neither your crew member, the scheduler, or Thomas can get in touch with you within 20 minutes before you are supposed to leave Greenwood on the first job, then someone else may be scheduled to work in your place and if that happens you will be fined.
- 4.09** If you are late and you didn't leave Greenwood by the time stated in notes, each minute you are late will be deducted from time that you actually worked.
- 4.10** If you take extra blankets, or specialty items such as piano dollies, gun safe dollies, or panel carts put them back exactly where you got them from when job is done. Do not just put them inside shed in front of door and definitely do not leave them in the work car or trailer.
- 4.11** If we do a job that requires us to haul off the trash do not leave the trash in the trailer.
- 4.12** If ubox job, take a four runner that has a hitch.
- 4.13** Tell Thomas when other workers are falling short on expectations so that their weaknesses can be addressed and re-trained when needed.
- 4.14** Directly bring issues to Thomas's attention when you want or need something.
- 4.15** Keep company credit card in your wallet. You are responsible and liable for all charges made to card.
- 4.16** If there is a piano or gun safe that isn't listed in the notes, contact Thomas before moving it.
- 4.17** Your last alcoholic beverage must be more than 8 hours before the start of your scheduled job.
- 4.18** You are required to have a minimum of 6 hours of sleep before you work.
- 4.19** If you lose a company credit card, text Thomas immediately.
- 4.20** If you are in a wreck, notify Thomas immediately after 911.
- 4.21** When we receive tips, the tips must be divided fairly
- 4.22** Can not bring girlfriends, friends, or children on jobs, not even if they stay in the car.
- 4.23** You can not take your own vehicle and meet the other person on the job, unless approved by Thomas in advance. (Must Ride together).

Do Nots to prevent damage

- 5.01** Do not put wood on wood unless client doesn't have enough blankets
- 5.02** Do not slide anything on the floor unless it is on our dollies, or blankets underneath.
- 5.03** Do not roll a dresser that has built in wheels on wood floors.
- 5.04** Do not push a mattress across carpet, floor, or stairs.
- 5.05** Do not put foot on pipe of dolly between the wheels, if needed put foot on wheel.

Do Not Represent the wrong company

- 6.01** Do not wear the wrong company shirt to a job. If you have no other shirt, flip the wrong company shirt inside out before client sees you.
- 6.02** Do not give a client a business card for the wrong company.

- 6.03** Do not give a business card for a company that is different than the name of company on the shirt you are wearing.

Do nots for credit cards, vehicles, equipment

- 7.01** Do not use the company credit card for anything other than business expenses unless you get approval for each time from Thomas in advance. Cause for termination.
- 7.02** If you use company credit card for a personal purchase, send Thomas a text immediately with a picture of the receipt with a note that says “this is a loan”.
- 7.03** Do not forget to send Thomas receipts for gas purchases for uhauls.
- 7.04** Do not drive in fast pass lane
- 7.05** Do not speed in school zones in Georgia.
- 7.06** Do not run a toll without paying toll.
- 7.07** Do not unplug the GPS. Cause for termination.
- 7.08** Do not put keys anywhere else other than on window or rail by back door when you drop off vehicle.
- 7.09** Do not remove Airtag from Keys
- 7.10** Cigarettes and cigars are not to be smoked in the work cars, ever.
- 7.11** Do not open the sunroof on the work cars
- 7.12** Do not leave trash in the work cars.
- 7.13** Do not bring car back in an unacceptable condition- very messy, trash in it, not all equipment in it, ratchet straps not in zip lock bags.

Miscellaneous do not procedures

- 8.01** Do not contact Thomas for non-emergencies between the hours of 10:00 pm and 7:00 am. An emergency is anything that would cause a job the next day to be late, or not show up with the number of workers the client booked.
- 8.02** Do not point out jealousy - Do not bring up the hours of other workers; Do not bring up the pay of other workers; Do not bring up the order of which job options are given to other workers; Do not bring up vehicle allowance of other workers; Do not bring up jobs other workers are given; Do not bring up how much another worker works or doesn't work.
- 8.03** If you are told to give out business cards in between jobs, drop a stack off at each office don't walk around giving out one a time
- 8.04** Do not be an idiot. If a box is labeled “fragile do not stack on top” do not put heavy boxes on top of it

Client Employee Procedure Policy

How to deal with clients and What is expected

- 9.01** Stay off the phone while on job unless it is to communicate with Thomas, or if you are taking/uploading job pictures, or if you are on a documented break with break start time already sent to Thomas or scheduler.
- 9.02** If there is any doubt about getting an item through a tight space, difficult stairways, tight squeezes, etc. tell the client it is a tight space and that you will do everything you can to prevent damage, but that damage may happen. Ask them if they want you to proceed.
- 9.03** If risky move, mentioned in “When to Waiver” listed on website, have client sign wavier.

- 9.04 Always call the client at least an hour before you are supposed to be there to confirm city, state, and time. Text the client the same information if client doesn't answer. ***"This is (Your name), with the moving company. We are on the way and will be at (address) at (arrival time according to GPS)."***
- 9.05 If you are running late, let client know immediately and keep them updated. If they don't answer text with information or update.
- 9.06 Inform client of all preexisting damages found and document (pictures).
- 9.07 If job goes over two hours call Thomas at end of job and ask if client owes anything before leaving.
- 9.08 If your name is on schedule but you will not be doing job you must respond to Thomas and let him know immediately
- 9.09 Read the job details and inform Thomas and scheduler when there is a mistake like travel time doesn't match up to leave and arrival time, or job doesn't list safe that is there.
- 9.10 Inform the clients when they are about to pass their booked time asking if they are ok with the time going over that they booked us for.
- 9.11 If client ask about cost unless the rate is specifically listed in job notes, tell them to call Thomas.
- 9.12 If client ask about refund policy tell them to call Thomas.
- 9.13 If client tells the crew that client needs to cancel call or text Thomas immediately.
- 9.14 If you tell client you will arrive around a certain time, and you arrive earlier than that time, send client the start time as it happens
- 9.15 Leave business cards at every uhaul and storage unit you go to, explaining that we are the top-rated moving company on the uhaul website and that we offer a \$12 referral bonus for each client they send us if they client tells us the referrers name and location of where they got the card from.
- 9.16 You must wear the correct company shirt to jobs.
- 9.17 Always take both shirts. Ideal to take 2 of each.
- 9.18 You must make sure your partner has the right shirt on too.
- 9.19 You must tell Thomas if partner does not have correct dress code.

Required Dress Code

- 10.01 When on a job, your company shirt or hoodie must be visible on you.
- 10.02 Hat – optional. Must be appropriate. No beer hats etc.
- 10.03 Shirt – Official company shirt and/or official company hoodie
- 10.04 Shorts- Cargo shorts or jeans, belt is required! Athletic shorts must tie string. Pants must not be falling down!
- 10.05 Socks and athletic shoes or boots with good tread
- 10.06 Back Braces are recommended
- 10.07 **Crocks are not allowed**

Do not say or do's

- 11.01** Do not **EVER** mention to client any past injuries, medical conditions, prison, or addictions or talk about such things on a job.
- 11.02** Do not use inappropriate language/behavior around clients or makes coworkers uncomfortable
- 11.03** Do not allow the client to hear you complain.
- 11.04** Do not mention that you are tired where client can hear you.
- 11.05** Do not talk badly about management on job.
- 11.06** Do not ask the client about tips, or how much they tipped – It gives the client the impression that you feel the person you were working with is untrustworthy and if the client can't find something the first thing that will go through their mind is the movers stole.
- 11.07** Do not allow your pants to sag, fall down, or otherwise show your underwear or rear end.
- 11.08** Do not show up to job smelling like drugs, blood shot eyes, or any indicators that you are high.
- 11.09** Do not create or contribute to a hostile or unpleasant environment.
- 11.10** Do not tell the client we offer refunds on time not used on booking. We can't.
- 11.11** Do not smoke near clients' things or near an open uhaul.
- 11.12** Do not smoke marijuana vaps on job.
- 11.13** Do not bleed on the clients' things. If you are bleeding get a band aid from first aid kit, or use tape and paper towels/napkins to make a bandage. Use shrink wrap if you have to.

What to do when we damage something

- 12.01** If damages happen, inform client immediately then take pictures, send them to Thomas immediately, tell Thomas how it happened and if it was our fault, and inform the client.
- 12.02** If the crew does not inform Thomas of damages before client does, or if you do not take pictures of damages, first offense you will get a warning, second offense you will receive a deduction of pay and be put on probation.

Documentation

- 13.01** On load jobs send Thomas a picture every 5 feet, as it is loaded, in real time as it happens. Any existing damages, pictures showing items are wrapped and loaded properly, any damage caused by us.
- 13.02** If client doesn't have enough blankets, or doesn't want us to wrap things, notify client that damages are likely and that we cannot be held liable and are highly advising to use blankets. Have client sign waiver.
- 13.03** If you have any doubts about moving an item without damages, explain to client that damages may happen if you move the item and ask the client if they want you to proceed. Then get them to sign waiver.
- 13.04** When drive time is more than two hours include a job note when sending start time
- 13.05** When there is a gun safe or piano, or if it is a last minute job include a note when sending end time
- 13.06** Include names of all crew members with start time.
- 13.07** Whoever sends start time should be the one to send end time and codes for all jobs that day.
- 13.08** You must document start time, breaks, and end time as they happen. Send immediately to scheduler and Thomas.
- 13.09** If you tell the client you are running late and get there before the time that you told them you would be there send the start time to their phone as it happens

- 13.10** If client gives you money to give to Thomas, text Thomas the amount you received immediately and keep it safe until you get to Thomas's house. It is your responsibility to make sure the client paid the right amount as listed in the notes for the hourly rate and how many hours you worked. If Thomas is not there you may give it to any of his room mates just make sure they count it and that they send Thomas a text from their phone saying how much they got. You are responsible for the money if it goes missing.
- 13.11** If client gives you money to give to Thomas, as long as you get it to Thomas within 3 days no interest will be charged on that amount.
- 13.12** If you owe Thomas any money, the entire amount owed will be deducted from pay before you are paid.

Callout Policy

- 14.01** If you confirm you will do a job, then you have to do it. If you cannot do the confirmed job, you are responsible for getting your own replacement.
- 14.02** If you cannot make a job, call Thomas immediately. If he doesn't answer, immediately send him a text
- 14.03** If driver does not show up to pick you up on time, contact driver and Thomas immediately.
- 14.04** If you have to go to the doctor (including taking/seeing someone else at the doctor/hospital), you must provide a doctor's note.

Cleanup Policy

- 15.01** Make sure tools, equipment, and misc. items (hoodies/jackets) are not left.
- 15.02** Roll up ratchet straps then wrap with bungee cord, tape, or put in Ziplock bag to prevent them from coming undone or getting tangled.
- 15.03** Piano dolly, four wheel wooden dolly/plastic dolly goes in with wheels facing the roof
- 15.04** Wrist straps go in top part of lunchbox
- 15.05** Mattress movers go in top part of lunchbox
- 15.06** Back straps go in bottom part of lunchbox
- 15.07** Blankets are folded and bungee corded together in stacks of six to eight
- 15.08** Wrenches, pliers, align wrenches go in bathroom travel bag
- 15.09** Bathroom travel bag goes in duffel bag
- 15.10** Hammer goes in duffel bag
- 15.11** Rubber Mallet goes in duffel bag
- 15.12** Screw driver set goes in duffel bag
- 15.13** Universal screw driver goes in duffel bag
- 15.14** Flat head screw driver goes in duffel bag
- 15.15** Door Stoppers go in center console
- 15.16** Packing tape goes in duffel bag
- 15.17** Gloves go in left pocket of duffel bag
- 15.18** Ratchet straps (bungeed, taped, or put in Ziplock bag first) go in right pocket of duffel bag
- 15.19** Ziplock bag goes in right pocket of duffel bag
- 15.20** Channel locks (big adjustable piers) go in duffel bag
- 15.21** Duffel bag goes on top of piano dolly
- 15.22** Man plow goes in floor board of back passenger space

- 15.23** Extra rolls of shrink wrap goes in floor of back passenger space
- 15.24** Yellow Dolly goes in wheels facing up towards roof
- 15.25** Adapter for ubox trailer goes in center console
- 15.26** Business cards go in center console
- 15.27** All trash should be cleaned up from clients and put in the passenger floorboard of our vehicle. No water bottles, shrink wrap, etc. left at clients.
- 15.28** Trash should be emptied out of vehicle, not at clients.
- 15.29** Water should be in back passenger seat.
- 15.30** Clean up should happen on clients' clock.
- 15.31** If back straps smell terrible, take them to Thomas to be washed and grab fresh ones.

Pay

- 16.01** If you confirm you will do a job, don't tell me otherwise and do not do the job, a \$100 no call no show fee will be deducted from your pay.
- 16.02** If you confirm you will do a job and call out at last minute for a foreseeable or avoidable issue, you must find your replacement, or a \$25 fee will be deducted from your pay.
- 16.03** Pay will be sent by 11:59 pm on Tuesday times may vary depending on workload.
- 16.04** Do not ask when pay will be sent out unless Wednesday has come around and you still have not been paid and it is between 7:00 am and 11:00 pm.
- 16.05** Pay Period is from the previous Tuesday through Monday.
- 16.06** Even if you quit, you will be paid on Tuesday.
- 16.07** You must sign a W9 Tax form. Thomas does not withhold taxes but you will be responsible for paying taxes at the end of the year.
- 16.08** Pay is preferably sent by Venmo, but can also be sent by cashapp, zelle, and paypal.
- 16.09** Pay note abbreviations: Space permitted; you will most likely get the following applicable notes on each payday transaction.
 - Moving Labor **(ML)** How much you made from labor, drive time, pianos and safes
 - Weekly Evaluation **(WE)** This is a tip from Thomas out of Thomas's own pocket. Get good write ups, follow policy, meet the 2025 goals, you will get paid a lot more. The idea is to make it possible for someone that is new, that does a fantastic job, to make as much as someone that has been here longer but doesn't do these things.
 - Personal Mileage **(PM)** How much you owed from personal trips
 - Piano and Safes **(PS)**
 - Gas Reimbursement **(GR)**
 - Driver Referral **(DR)**
 - Loans **(L)** If you took out a loan, meals, Customer gave you cash to give to Thomas, Shirts, Hoodies, Fines, Deductions, Past over paid)
 - Interest **(i)** Interest on loans (see 11.11, 11.12, and 11.13)
 - Tips **(T)** Client sent you a tip
 - Bonus **(B)** Client leaves outstanding review (does not have to mention your name), or send Thomas pictures that we can use on social media. Sell supplies. Great load jobs with everything wrapped, moving things smiling, shaking clients hand, looking extremely friendly and professional.

- Rental Maintenance **(RM)** if you cut grass, trim bushes, fix anything, clean, or move stuff for any rental property that Thomas manages.
- Other **(O)** Money owed for gas and other special circumstances

- 16.10** There will occasionally be a mistake with pay. Most common mistakes are when someone fills in for someone else at last minute, there is a piano, gun safe, drive time is more than 2 hours, last-minute jobs, and commission for selling supplies to customers. Keep up with your hours, keep your own notes regarding hours (see documentation section), be professional and we will fix it.
- 16.11** If a mistake was made and you were overpaid, for example someone filled in for you at last minute and we paid you instead of the person that actually worked the job, then it will be deducted from your future pay with no interest.
- 16.12** If client doesn't pay, you don't get paid. Get the codes or ask about preferred payment if hourly rate is mentioned in notes.
- 16.13** If notes say need code, if there is a piano or gun safe also listed in the notes, there will be a second code that we need.
- 16.14** Rate mentioned in the job notes is what client is charged, not what you are paid.
- 16.15** Damage caused by us during a move that could have been avoided may result in deduction from pay.
- 16.16** Standard drive pay starting off is \$14 total for jobs that take less than 2 hours to get to. For jobs that take more than 2 hours to get to drive pay is \$10/hr one way.
- 16.17** Standard pay is \$14/hr while at job location.
- 16.18** You will be paid a minimum of an hour and a half per job.
- 16.19** If client tips through any of the platforms or credit card, the processing fee will be deducted from the amount you get.
- 16.20** Noncash tips will be sent on payday.
- 16.21** Thomas will not make a special trip to break change to disperse tips. If Tips can not be divided as the client gives them, or with money the workers and Thomas have on hand, the remaining amount will be paid on payday.
- 16.22** If you go to the wrong city or state, it will be counted as personal miles and deducted from drivers pay and you will not be paid drive time for that job.
- 16.23** Any worker who fails to wear proper company shirt/hoodie or crocks to a job will be fined.
- 16.24** Any worker who fails to keep their pants up on a job will be fined.
- 16.25** If you take a vehicle that isn't a four runner that has a hitch to a ubox job, you will be fined and if we have to rent a uhaul to complete the job the cost will be deducted from pay.
- 16.26** If car is left running idle for more than 15 minutes \$5 will be deducted from drivers pay.
- 16.27** Personal mileage will be deducted from pay at .71/mile
- 16.28** Lost or forgotten equipment will be deducted from pay
- 16.29** If it can be identified who was on the job the equipment was left at, the cost of left equipment will be divided equally. If not, then the cost will be deducted from the driver. This happens if the equipment is moved from the location of the job. (Left in moving truck, unload location not in notes etc)

- 16.30** If someone goes and get the equipment, the personal mileage will be deducted evenly from everyone pay, the person that did not go get the left equipment will have \$20 extra deducted which will be paid to the person that went and got the equipment.
- 16.31** Running a toll road or using a fast lane will result in cost plus \$20 being deducted evenly from everyone in cars pay.
- 16.32** Paying a toll road with company credit card will result in cost being deducted from pay.
- 16.33** Fast past fines and toll fines will be deducted from everyone evenly who was in the car.
- 16.34** Any speeding tickets mailed to Thomas will be deducted from drivers pay. (school zones in GA all have cameras that do this automatically now).
- 16.35** Cotton shirts cost \$14 each, Anti wicking shirts cost \$20 each, hoodies cost \$30 each, and back braces will cost \$20 each that will be deducted from pay. Thomas will buy them back when you quit as long as they are in acceptable condition, (tag showing size must be on it and must be clean and not smell).
- 16.36** If Thomas sends money on a day that is not pay day, then it is considered a loan and will be deducted from pay.
- 16.37** Loans will be considered/granted on a case-by-case basis.
- 16.38** Loans will be charge 15% interest per pay cycle (Tuesday) on amount owed. Exceptions are company apparel, fines, deductions, past over paid. If you take out a loan, even if payday is next day, even if you received noncash tip which will be paid on payday, there will be a 15% interest rate for loans, charged each payday, for loan amount still owed.
- 16.39** If we work out a payment plan it will not be listed in the pay dispute screenshot. Remind Thomas after the weekly pay summary screenshot about the payment plan agreement.
- 16.40** If we work out a payment plan then we will stick to the original agreement.
- 16.41** Recruit a new driver, and Thomas will add drivers referral bonus of 5% of the drivers earnings to your pay for as long as the driver and you both work, as long as the driver is able to be a driver (to many speeding tickets or unsafe driving or wrecks can cause a person to not longer be eligible as a driver).
- 16.42** Recruit a new client and Thomas will give you 10% of job (not including cost of truck rental).
- 16.43** Sell ratchet straps for \$8 each and blankets for \$8 each. Sell shrink wrap for \$30/roll at discretion or if notes say. Thomas will give each crew member 30% of sales of supplies.
- 16.44** Gun Safes pay \$10 extra – must make sure it is in the notes or contact Thomas before you move it and make sure client knows there is an additional fee and agrees to it.
- 16.45** Pianos jobs pay \$20 extra - must make sure it is in the notes or contact Thomas before you move it and make sure client knows there is an additional fee and agrees to it.
- 16.46** If you are caught working off the clock for a client or previous client, the amount the client should have paid will be deducted from pay and you will be immediately terminated.
- 16.47** Even if client says it is a “Tip” if the client gives you money directly and then refuses to pay for additional time then that money is company money. - client not paying for extra hours and leaving a fat tip doesn't fly
- 16.48** To be reimbursed for gas if you drive your own personal car, you must send a picture of the odometer right before you leave for the job, and a picture of the odometer right when you get home. Send to the scheduler.
- 16.49** If you are at fault for a wreck, \$200 will be deducted from pay.
- 16.50** Do not brag about raises or bonuses.

- 16.51** If you do not inform Thomas about damages and send pictures before client brings up issue: 1st offense will not be paid drive time, 2nd offense will not be paid for job, 3rd offense will not work for a week.

When pay is wrong policy

- 17.01** If you believe the pay summary is incorrect, mention the specific day you believe is incorrect and the details about it which you believe are incorrect.
- 17.02** Here is an example: Pay for this date is wrong. 11-7. 1st job start time 10:00 am 1st job end time 12:00 Total number of hours 2 ; screenshot of the job option with your name on it is helpful, and screenshots of the start and end time are also helpful.
- 17.03** Do Not send list of all the days and hours without telling Thomas which specific day is incorrect.

New Guys

- 18.01** Do not tell the client it is your first day or that you are new or do not know what you are doing. You may tell them that the other person is the crew lead that is in charge, or to contact Thomas.
- 18.02** You will buy four shirt (two for each company), two hoodies (one for each company), and a back brace. Thomas will buy them back when you no longer work for us.
- 18.03** New Guys that have worked less than three months must send Thomas a picture every 5 feet, from their phone, as it is loaded, in real time as it happens on all load jobs. – The faster I know you are ready to be out of training the faster you will get paid more. Sending pictures speeds up you getting paid more.
- 18.04** When job is done go in each room and check to make sure you are not leaving equipment. Every new guy leaves equipment in the first month and it will be taken out of your pay.
- 18.05** All workers that have been working more than 2 weeks must have a phone on them that works without Wi-Fi.
- 18.06** Go ahead and set up GPS to avoid tolls by default right now.
- 18.07** Workers must sign a w9 tax form on file each year.
- 18.08** The faster you know and show me that you follow company policy the faster you will make more money.

Driver Policy

- 19.01** Only authorized credentialed drivers may operate Company owned vehicles or rent vehicles.
- 19.02** Thomas must have a copy of their current license on file
- 19.03** Driver must be on the company insurance before driving.
- 19.04** If you have a company vehicle, you must answer your phone.
- 19.05** If you are asked to bring company vehicle back, you must bring it back in an acceptable time.
- 19.06** Keep the company vehicle locked.
- 19.07** If you drop the company vehicle off at Thomas's lock the door and put the keys on the rail by the back door.
- 19.08** When you pick up a vehicle, you are responsible for doing the check list on the website. You will be liable for any equipment missing that was not documented as missing when you picked up the vehicle.

- 19.09** If the car has trash or things aren't where they belong or there is ash in it, send Thomas a picture of the inside of the vehicle when you pick it up, and you will be paid extra for cleaning it out. Likewise, if you had a car last, if you didn't send Thomas pictures showing it was messy the cost of the other guy cleaning it out will be deducted from your pay.
- 19.10** You must text Thomas immediately if vehicle is missing anything on the check list or if it is messy.
- 19.11** Get more shrink wrap when car needs it. There should be at least a quarter roll on the man plow and an extra shrink wrap in the car.
- 19.12** Tell Thomas when car has issue or needs any maintenance including oil changes
- 19.13** To be a driver, must send Thomas a copy of the 10 year driving record from the DMV website (you can get it online it cost about \$8) and a picture of your license. Our insurance company looks at a lot of things but less than 5 speeding tickets in the last 5 years, less than 2 at fault wrecks in the last 5 years, and no dui's ever.

2025 Improvement Areas

Doing these will contribute much higher Weekly Evaluations (WE) bonuses that Thomas gives you out of his own pocket.

- 20.01** Tape or shrink wrap hardware to furniture it came off of
- 20.02** 20 minute rule Policy 4.06
- 20.03** Respond
- 20.04** Send Management a text when Credit card used for Personal Purchase as it happened with receipt
- 20.05** Worked more hours than Thomas this week
- 20.06** Team Player
- 20.07** Made Managements Life Easier
- 20.08** Brought car back organized and clean
- 20.09** New guys sent management picture of load every 4 feet as it happened
- 20.10** Pictures of car when picked up and dropped off

Write Up Categories Good and Bad

Getting these directly effects how much Thomas Tips you out of his own pocket in the Weekly Evaluations (WE) Section.

Available
Early Leave Time
Last Minute Job
Late Job
Long Day
Self-Inflicted Financial Hurt
Taking job options with lease hours
Team Player
Worked the most hours this week
Worked more hours than Thomas this week

Communication
Confirm with crew member they are on schedule
Confirm job accepted when name on schedule
Contact client/to verify address
Failure to bring phone that works without Wi-Fi to job
Inform client of moving risky item
Inform client of damages
Inform client running late
Inform management could not get in touch with crew member 20 minutes before time supposed to leave
Inform management of cancellation
Inform Thomas of Damages
Respond

Complaint	Damage
Client can't find hardware for furniture	Failure to use provided blankets
Drugs	Floors
Hygiene	Stairs
In Truck	Waiver Not Signed
Inexperienced	Walls
Items Missing	
Missing Items	
Moving Slow	
Not Strong Enough	
On Phone	
Other/Something caused by policy not being followed	
Required Stamina	
Review	
Stacking items	
Use provided blankets	
Use space effectively	

Documentation
Document/send safe/piano/last minute job/2+hour drive time in with the end time
Document/send start, end, or break times as they happen
New guys sent management picture of load every 5 feet as it happened
Receipts for Gas when renting Uhaul
Send client start time, if previously told client was running late and got there sooner than initially told client they would
Sent pictures of damages
Sent pictures of load
Waiver

Driver
Allowed someone not on Company Insurance to drive
Bad Driving
Bring Car Back
Brought car back messy
Couldn't make contact
Didn't enforce no smoking policy
GPS not working
Informed of maintenance need
Inventory Check List Sent when picked up
Late
Oil Change
Pictures of car when picked up
Refused to give keys
Speeding 20 miles over speed limit
Uhaul
Wreck

Driver	Elite
Allowed someone not on Company Insurance to drive	Above and Beyond
Bad Driving	Caught Mistake
Bring Car Back	Client Feedback
Brought car back messy	Client Requested
Couldn't make contact	Good attitude
Didn't enforce no smoking policy	Made Managements Life Easier
GPS not working	Proactive Customer Handling
Informed of maintenance need	Respectful
Inventory Check List Sent when picked up	Wrap well
Late	
Oil Change	
Pictures of car when picked up	
Refused to give keys	
Speeding 20 miles over speed limit	
Uhaul	
Wreck	

Policy
Asked when will be paid
Contacted me during off hours limits
Didn't bring uhaul back with same level of gas
Dress Code/Appearance/Uniform
Non Compete Violation
Other
Tape or shrink wrap hardware to furniture it came off of
Took improper car to ubox job
Used credit card for personal purchases and didn't send receipt
Worked with someone that didn't have correct shirt and didn't tell me

Reliability	Sellsman
20 minute rule Policy 4.06	Left business Cards
Call Out	Recruited New Client
Follow Instructions	Recruited New Guy
Late	Sold Blankets
Left Equipment	Sold Ratchet Straps
No Show	Sold Shrink Wrap
Sick	

Toxic
Blew Up Thomas's Phone
Caused problem bragging
Complainer
Coercion
Hostile Environment
Inappropriate language or cussing
Insubordination
Jealousy/Other peoples business
Lied
Other worker complained
Said another worker said something without saying which worker said it
Talked bad about management
Threat of Violence
Threat to not do job
Threat to quit

Trainer

Did inventory and walked through car check out process

Enforce Company Policy with Team member

Informed how new guy did

Informed how pay worked

Took responsibility for new guy

Went over company policy with new guy

Went with new guy

Willingness to go with new guy without sending another experienced person with

Worked with someone that didn't have correct shirt/uniform and didn't tell me

Hours worked that day Drive time less than two hours to get to job (one way)
 Drive time more than two hours to get to job (one way)
 Piano Gun Safe Last Minute Job

Name	Like	Date	Income	Hours	Drive < 2	DT > 2	Piano	Gun Sa	Last Minute Bon	Trainer	RM	Hourly Pa	D < 2 hours	Driving > 2	Last Mile	Training	WE This year	You	Most
1/8/2025		1/8/2025	38.00	3.5	1							14.00	14	12	2		33.25	42.38	
1/9/2025		1/9/2025	66.00	3								14.00	14	12	2		2025 Good Area	4	3
1/10/2025		1/10/2025	86.00	3			20					14.00	14	12	2		2025 Bad Area	1	
1/11/2025		1/11/2025										14.00	14	12	2		Normal Good	1	6
1/12/2025		1/12/2025										14.00	14	12	2		Normal Bad		1
1/13/2025		1/13/2025										14.00	14	12	2				
1/14/2025		1/14/2025										14.00	14	12	2				
Total			190.00	7.5	2		20					14.00	14	12	2				

Date	Personal Miles	Cost	Date	WE	Bonus	Tip	Date	Before	+ Loan +	Interest -	Paid Out = Total Owed	Notes
1/8/2025	22	15.62	1/8/2025	3.25			1/3/2025	60.00			60.00	2 hoodies
1/9/2025			1/9/2025	10.50			1/5/2025	60.00	10.00	1.50	71.50	McDonalds
1/10/2025	10	7.1	1/10/2025	10.50	5.00	19.20	1/7/2025	71.50	20.00		91.50	shirt
1/11/2025			1/11/2025				1/8/2025	91.50			23.00	68.50 Deducted from Pay
1/12/2025			1/12/2025				1/9/2025	68.50	20.00	3.00		91.50 Arbys
1/13/2025			1/13/2025									
1/14/2025			1/14/2025									
Total	32	22.72	Total	26.25	5.00	19.20						

Date	Type	Category	Occurance	Number in Category / Number of Occurance
1/8/2025	Bad 2025 Improvement Area	Communicat	Inform management could not get in touch with crew member 20 minutes before ti	1 / 1
1/8/2025	Good 2025 Improvement Area	Policy	Tape or shrink wrap hardware to furniture it came off of	1 / 1
1/9/2025	Good 2025 Improvement Area	Available	Team Player	1 / 1
1/10/2025	Good 2025 Improvement Area	Communicat	Respond	1 / 1
1/10/2025	Good 2025 Improvement Area	Available	Worked more hours than Thomas this week	2 / 1
1/10/2025	Good	Review		1 / 0
1/10/2025	Good		They did a great job, showed up on time and spent time trying to first everything in. It was a very hot day but they were very pro	

Ready Circular References: 87 Accessibility: Investigate 35°F Clear 10:29 AM 1/12/2025

Check Personal Miles (PM)

You get one trip after job to go home If you go see your buddy and stay an hour
Even if its on the way home, the trip from your buddies house to your house is personal miles

Weekly Evaluations (WE) get these by getting good/bad write ups listed here and they stack meaning if you keep getting good write ups they will keep going up next week

Bonues (B) get these by getting great reviews listed in write up section we only want reviews from clients that were completely satisfied we don't want four star reviews.

Tips (T) If client leave a tip this is where it will show up

Date	Personal Miles	Cost
1/8/2025	22	15.62
1/9/2025		
1/10/2025	10	7.1
1/11/2025		
1/12/2025		
1/13/2025		
1/14/2025		
Total	32	22.72

Date	WE	Bonus	Tip
1/8/2025	5.25		
1/9/2025	10.50		
1/10/2025	10.50	5.00	19.20
1/11/2025			
1/12/2025			
1/13/2025			
1/14/2025			
Total	26.25	5.00	19.20

Date	Before	Interest	Paid Out	Total Owed	Notes
1/3/2025	60.00				
1/5/2025	60.00	10.00	1.50	60.00	2 hoodies
1/7/2025	71.50	20.00		71.50	McDonalds
1/8/2025	91.50			91.50	shirt
1/9/2025	68.50	20.00	3.00	68.50	Deducted from Pay
1/10/2025				91.50	Arbys

Date	Type	Category	Occurance
1/8/2025	Bad 2025 Improvement Area	Communicat	Inform management could not get in touch with crew member 20 minutes before ti
1/8/2025	Good 2025 Improvement Area	Policy	Tape or shrink wrap hardware to furniture it came off of
1/9/2025	Good 2025 Improvement Area	Available	Team Player
1/10/2025	Good 2025 Improvement Area	Communicat	Respond
1/10/2025	Good 2025 Improvement Area	Available	Worked more hours than Thomas this week
1/10/2025	Good	Review	

If I owe you for gas, or underpaid, etc it will show up in paid out and will be credited to your pay

Amount before loan + Loan Amount + Interest (i) - Paid Out = Total Owed

Date	Income	Hours	Drive < 2	Drive > 2	Piano	Gun Sa	Last Minute Bon	Trainer	RM	Hourly Pay	D < 2 hours	Driving > 2	Last Min	Training
1/8/2025	38.00	1.5	1							14.00	14			
1/9/2025	66.00	3	1							14.00	14			
1/10/2025	86.00	3			2	20				14.00	14			
1/11/2025										14.00	14			
1/12/2025										14.00	14			
1/13/2025										14.00	14			
1/14/2025										14.00	14			
Total	190.00	7.5	2	2	20	10	3	3	3	110.00	4.50	23.00	91.50	

Total 110.00 4.50 23.00 91.50

You need to work more. Top worker worked 13.5 hours and Thomas worked 13.25 hours. You worked 8 hours.

Number in Category / Number of Occurance

Date	Type	Category	Occurance	Number in Category / Number of Occurance
1/8/2025	Bad 2025 Improvement Area	Communicat	Inform management could not get in touch with crew member 20 minutes before til	1 / 1
1/8/2025	Good 2025 Improvement Area	Policy	Tape or shrink wrap hardware to furniture it came off of	1 / 1
1/9/2025	Good 2025 Improvement Area	Available	Team Player	1 / 1
1/10/2025	Good 2025 Improvement Area	Communicat	Respond	1 / 1
1/10/2025	Good 2025 Improvement Area	Available	Worked more hours than Thomas this week	2 / 1
1/10/2025	Good	Review		1 / 0

Notes Moving Driving Crew Crew Notes Pay Dispute Paid Loan

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Type here to search

35°F Clear 10:29 AM 1/12/2025

How much you have made in Weekly Evaluations (WE) this year

How much the person who has made the most in Weekly Evaluations this year has made

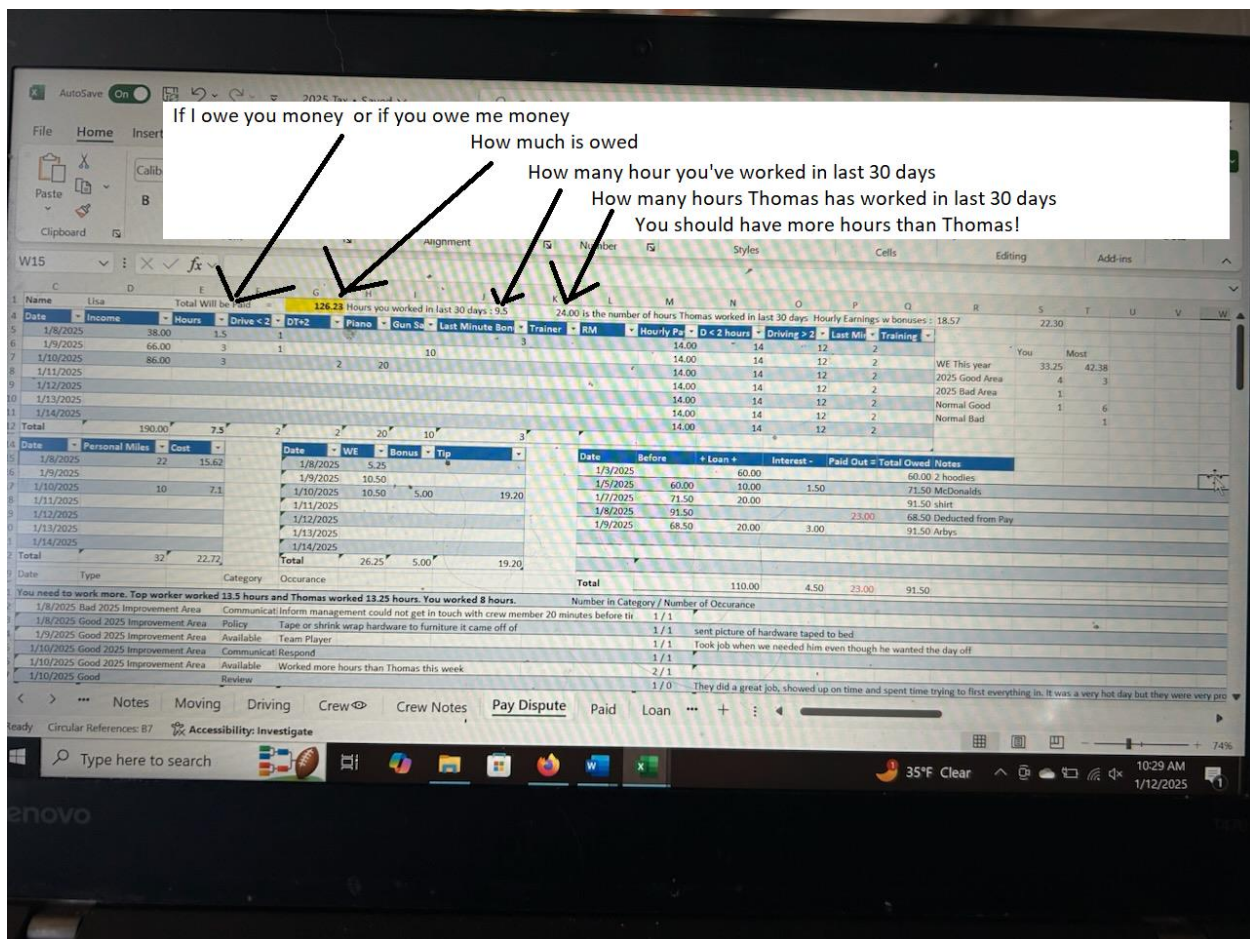
Remember, you get Weekly Evaluations by meeting the 2025 Improvement Areas and by things listed in the write up section

The screenshot displays a complex spreadsheet with multiple tabs and data columns. Key sections include:

- Weekly Earnings Summary:** Columns for Date, Income, Hours, Drive, DIT, Plan, Gun Sa, Last Minute Bon, Trainer, RM, Hourly Pay, D < 2 hours, Driving > 2, Last Mile, and Training. Rows show data for dates from 1/8/2025 to 1/14/2025.
- Weekly Evaluations (WE) Summary:** Columns for Date, WE, Bonus, and Tip. Rows show data for dates from 1/8/2025 to 1/14/2025.
- Loan Summary:** Columns for Date, Before, Loan, Interest, Paid Out, Total Owed, and Notes. Rows show data for dates from 1/3/2025 to 1/9/2025.
- Notes Section:** A list of notes with columns for Date, Category, and Occurrence. Notes include comments on crew member touch, hardware, team player, and work hours.

Arrows from the text boxes point to the following data points:

- The first arrow points to the "Total" row in the "Weekly Earnings Summary" tab, specifically to the "Income" column.
- The second arrow points to the "Total" row in the "Weekly Evaluations (WE) Summary" tab, specifically to the "WE" column.
- The third arrow points to the "Notes" section, specifically to the "Notes" column.



To make more money:

Work on getting more client tips:

Moving is stressful, when people are stressed out they are less likely to tip. To reduce the stress call them and let them know you are on the way with an estimated arrival time confirming the address and telling them what time you will be there. Think of it like a first date, if you are supposed to meet with someone at 12:00 and its 1:00 and they haven't shown up and haven't called or text. How's that going to make you feel? You are going to feel like you've been ghosted and even if they do show up, you are going to be in a bad mood over the lack of respect to let you know they were running late. If you are going to be late let the client know as soon as you know. This way the client knows everything is on schedule and isn't sitting there worrying if the movers are going to show up or cancel on them. **Overcommunication** helps reduce stress and puts you in the lead to start the tip chances off strong.

Look professional. If you go to a doctors office and the doctor is wearing sagging pants and not a white coat, would you have confidence in that doctor? Probably not! When people hire movers they expect professionals that look like professionals. If one of the crew members shows up looking like they came from the streets, wearing crocks, sagging pants, wife beater, smelling like pot, do you think the client will get that "professional" impression of the movers? Probably not! In fact, that crew has a much lower

chance of getting a tip, and even if they get a tip, just because of what one crew member wore, the tip will probably be smaller than if the crew showed up looking like professionals.

Take your time and show the client that damages are not likely! When clients hire us, they are not looking for the cheapest movers. They want to pay more for the job to be done right so their stuff doesn't get damaged. Each piece of real furniture cost at least \$100 and they do not want it scuffed up. **Do not have the mindset that the client is less likely to tip if you take longer than 2 hours** to load a 26 footer. And do not think you are doing the client a favor by taking furniture to the truck without wrapping it and just tossing a blanket on it in the truck. Don't use power drills, unscrew screws by hand and tell the client that is to ensure the screws don't get stripped. When clients hire us, they want the best they aren't typically on tight budgets. Showing them you go the extra mile to wrap everything in blankets and shrink wrap before you even move it outside the room it is in gives the client the impression that you care about their things and are going the extra mile to keep their things safe and will get you more and bigger tips.

Make the client like you, communicate, confirm address and city, keep informed of arrival time, small talk them while working where are they from, why are they moving, why did they choose us, what do they do for a living, smile, **ask if there is anything else you can do before leaving** (makes them think if there's anything missing and often jars their memory that they are forgetting the tip).

Improve on listed items in yearly evaluation:

Bi-Yearly evaluation is a permanent raise which happens around April and October. Thomas Tips, aka **weekly evaluations**, are a weekly bonus that stacks, meaning if you got \$20 last week if you did an outstanding job this week it might be \$25, and it acts like a temporary raise that can add another dollar or two per hour to your pay. The reason for Thomas Tips (weekly evaluations) is because some people start off strong doing real well, but after a while they get burnt out, quit carrying, become toxic, or get strung out on drugs. These Thomas tips allow me to pay what a person is currently worth, and not what they used to be worth, making it feasible for people that haven't been here years and years to be paid as much or more than people that have been here for while that aren't worth as much as they used to be.

In weekly evaluations the things that effect it the most are making management lifes easier. I am the sole one at my discretion that decides what I want to tip you out of my own pocket. **Make my life easier and I will pay you more.** The bi yearly evaluations goals are given to you during the evaluation, and are listed as "Evaluation Goal" or "2025&E" in the notes section of the pay summary file that I send you each payday are a big part of what I look for in determining Weekly Evaluation Bonuses.

Improvement goals of 2025 which are listed as 2025 Improvement Goals in the notes section of pay summary file that I send each payday are company goals which I also factor highly for weekly evaluation bonuses are:

Tape or shrink wrap hardware to furniture it came off of – Do not give the client the hardware for beds, don't put them in random drawers. If the client arrives at unload and can't put their bed together because they can't find the bolts they aren't going to pay for the job and are going to be real upset and leave a nasty review. There should be a box of ziplock bags in each car, if there aren't come to my house to get some. Put a bag or two in your pocket each day before you get out of the car and if there is

hardware like bolts put them in the bag, tape or shrink wrap the bag to the furniture it came off of, and take a picture of it and send it to me immediately and I'll give you a few extra bucks.

20 minute rule Policy 4.06 Company policy 14.06 says "If you cannot get in touch with crew member 30 minutes before you are supposed to leave, contact Thomas." – Notes say leave Greenwood by 7:00 am. With this information you need to make contact with the other members by _____ am. If you do not hear back from them, what do you need to do _____ and by what time _____. Whose is at fault if the worker overslept and Thomas didn't know? – If someone calls me at the time they were supposed to leave and tells me they haven't heard from the other person yet it puts a lot of pressure on me to find a replacement and often have to go out of my way to keep the client happy. When this happens both people don't get weekly evaluations, or decreased evaluations. Whereas if the person tells me way before they are supposed to leave they can't make contact I add a lot to their weekly evaluations for making my life easier and being super reliable.

Respond (call me back or respond to my text) – It's form of respect and also allows me to assess the options. If you don't want to work that's fine but tell me so I can cross your name off the possible options. This is a big factor in weekly evaluation money.

Send Management a text when Credit card used for Personal Purchase as it happened with receipt

Worked more hours than Thomas this week

Team Player (including taking last minute jobs and filling in)

Made Managements Life Easier

Brought car back organized and clean

New guys sent management picture of load every 4 feet as it happened – If you go with a new guy that has been working 5 months or less, or you yourself have been working 5 months or less, that new guy needs to send a picture as it happens on all load jobs. Seeing the pictures allows me to assess if they are ready to be paid more, know what they are doing, if they are elite. Both people get bonuses \$ when pictures are sent. We also use these pictures for social media.

Pictures of car when picked up and dropped off – if the car is disorganized then you get paid more to put everything where it belongs. The only way that happens is if I know you are going to have to spend time to organize it. The person that had it last will have \$10 deducted from your pay and it will be added to your pay but only if I get those pictures. Likewise, if someone else sends me pictures of a messy car and you had it last, even if it was like that when you got it, if you didn't send me pictures it will be taken out of your pay.

What the company needs:

Solve these problem for me and I'll make it worth your while. We need drivers, recruiters of drivers, crew leads which are **trainers that know company policy and teach it well**, who will enforce the policy, and that new guys will like working with. You can get 5% match of each drivers pay, just by referring a driver, every time you go to get fast food ask the girl if her boyfriend is looking for a job by chance. If she says yes, give her a card, if she says she doesn't have a boyfriend, consider asking her out. It's a win win.

Each perfect 5 star review you both get a \$1 to \$5 bonus, sometimes as high as \$15. If they aren't absolutely completely 100 percent satisfied do not ask for a review.

Suggestions on management improvement, company improvement, and worker moral improvement are always welcome.

If someone will document all their tip money so I can compare others tips to my estimates that I give new recruits I'd appreciate it.