**Liberty Bell Moving & Storage**

Dear New Employee,

**WELCOME!!** You are an important addition to Liberty Bell Moving & Storage and we look forward to a long time, productive and rewarding work relationship with you.

Liberty Bell Moving & Storage is an energetic, hard working, efficient and customer satisfaction oriented company. We are very proud of our commitment to the community and to the customer. Customer service and referrals are a big part of our business. Our goal is not just moving people’s furniture! Rather, we will move their furnishings safely and carefully but more importantly, we’ll do this AND make in an enjoyable and stress free experience for both the customers and ourselves. People are essentially letting strangers into their homes and trusting us with their valued possessions. This is a responsibility we take VERY, VERY seriously... and you will too!!

Liberty Bell Moving & Storage believes that out company’s success depends on hard working, courteous, honest, polite and well trained movers. Proper training and guidance will be provided to you so you can be a successful addition to our team.

Enclosed you will find our company’s rules, incentive programs and termination policies. You should review these guidelines so there is no confusion about what is expected of you while you’re an employee at Liberty Bell Moving & Storage.

Thank-you and welcome.

Kevin Finkenaur/Owner

**Liberty Bell Moving & Storage**

**Rules & Regulations**

Listed below are some rules and regulations that Liberty Bell Moving has implemented to uphold our reputation and commitment to provide an enjoyable and professional work environment. Most importantly, customer service and satisfaction is our primary goal. So come to work with your positive attitude and ready to work.

1. **Tardiness-** Being late affects the whole company. Our goal is to always be at the job 10 minutes early and NEVER late. This being said, you are expected to show up at the shop at the times posted on the schedule. We allow 3 times late in 90 days. Disciplinary action is as follows: 1st Offense- Verbal Warning, 2nd Offense- Written Warning, 3rd Offense- Written Warning, and 4th Offense -Termination. If we don’t receive a call telling us you’re running late, this is grounds for immediate termination given the circumstances.
2. **Time-Off-** If you need time off, we need a minimum of 1 weeks’ notice unless it’s a medical emergency.
3. **Uniforms-** Proper dress code and uniforms must be worn every day that you work. Uniforms are provided by Liberty Bell Moving at a cost you are responsible for. We take small payroll deductions till paid for. Upon leaving the company, we will reimburse all money paid once uniform is returned back to Liberty Bell Moving.
4. **Smoking-** Smoking is not permitted on the job site. Failure to obey this rule is grounds for immediate termination. Smoking in the cab on the way to and from the job is OK.
5. **Theft-** Any persons caught in the act of theft on the job or at the warehouse will be terminated immediately. You will be arrested on the spot, prosecuted by the customer and Liberty Bell Moving will file a police report and pursue criminal charges against you.
6. **No Claims Monthly Bonus-** Liberty Bell Moving and Storage would like to reward our employees who go above and beyond the call of duty to keep our customers happy. Each employee/crew who has no damage claims against him or her per month will receive a couple for a 1 hour full body massage from a local masseuse!!!
7. **Equipment-** When the team leader signs out the tool bag and truck at the beginning of the work day they are now responsible for the tools in the bag and also the equipment on the truck. If anything is missing from the tool bag then the team leader who signed it out will be responsible for the missing items.
8. **Procedures-** The team leader is also responsible for condition the truck is in upon return from a job. The truck must be cleaned out (i.e. no trash, boxes left in the back) and all the equipment must in their proper spot in the back of truck. If these tasks are not completed then whoever signed out the truck will be docked an hour’s pay for each task not completed.
9. **Schedule-** Each employee is responsible for viewing the schedule online every night. The schedule will always be ready by 6pm the night before, if something changes after 6pm we are responsible to for contacting you! To view the schedule you must go online and create a GMAIL account. Go onto gmail.com and sign up for an email address, upon signing up it is your responsibility to let our office assistant know what your email account is. From there you will sign into Gmail, go to the left hand corner and click the link “documents” from there you will be brought to another page where you will click the “work schedule” link and be able to view the schedule. If you do the above directions and are not able to view the schedule, it is your responsibility to contact our office assistant immediately.
10. **Cigarette Breaks –** When working at the warehouse, there are 3 cigarette breaks allowed, 1. At 10am 2. At 12pm and 3. At 3 pm.

**Offenses**

**The Following Offenses will result in 1 hour of pay being docked**

1. If you are going to be late to a job site, it is YOUR responsibility to call the customer and inform them that you are going to be late.
2. All procedures on the “Pre and Post Trip Procedures” list must be followed. In example folding the pads on the truck, sweeping out the truck. Each procedure missed will result in 1 hour pay being deducted.

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**On The Job Procedures!**

1. Upon arrival on the jobsite, laborers help back the driver into the driveway.
2. Team leader meets and greets the home owner **FIRST** and does the walk thru. Then the team leader will come out and get the rest of the crew afterwards.
3. Lay down carpet savers and pads where they are needed.
4. Put up door protectors before moving anything out of the house.
5. As furniture is being moved, make note of any damage and inform homeowner before you remove it from the home. Document on the back of work order.
6. If laborers have questions… **ASK THE TEAM LEADER**…. Don’t ask the customer.
7. When decking furniture, always double pad the bottom piece.
8. When negotiating tight spaces with larger furniture, don’t make a move without asking your co-worker if they are all set…. **TALK TO EACH OTHER!!!!!**
9. Always take lamp shades off lamps. Pad bases and top load lamp shades.
10. Keep back of truck organize. Avoid trash, clothes, or other obstacles that would become a safety hazard.
11. If something breaks, make note of it and document it on the back of the work order. Inform your team leader, the make note of **how** it happened, **who** was responsible and **what** could have done to prevent it on the back of the work order.
12. Always ask politely to use the restroom.
13. Always cover furniture from the truck to the home in bad weather.
14. When truck is empty and the homeowner needs nothing else moved, laborers leave the home and go back to the truck. Team leader does a final walk-thru and paperwork.
15. Make sure all pads, dollies, and equipment are put back in truck and secure before leaving. Equipment cost money.

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**Don’t EVA List**

1. **DON’T EVA**… Let wood surfaces touch anything except a pad…. **PAD ALL FURNITURE!!!!**
2. **DON’T EVA**… Lay glass, marble, or mirrors flat. They must be padded, secured, and upright… **OR IT WILL BREAK!!**
3. **DON’T EVA**… Carry dressers, cabinets, or display cases horizontally… **OR YOU’LL BE PICKING UP SHELVES!!!**
4. **DON’T EVA**… Carry something with drawers without putting rubbers on it… **THE DRAWERS WILL FALL OUT!!**
5. **DON’T EVA**… Pick up a dresser or office table by the top… **OR YOU’LL RIP OFF TOP AND LOOK STUPID!!!**
6. **DON’T EVA**… Use handles… **HANDLES ARE FOR HOMEOWNERS!!!**
7. **DON’T EVA**… Bring fridge down bulk head without using refer dolly!!
8. **DON’T EVA**… Move a piano by yourself… **THE LEGS WILL BREAK AND YOU WILL HAVE TO PAY TO GET THEM FIXED!!!**
9. **DON’T EVA**…. Roll a piano across wooden floors.. **THE WHEELS WILL DIG INTO THE FLOORS!!!**
10. **DON’T EVA**…. Lay under a Baby Grand after the bolts have been removed… **THE PIANO WILL FALL AND YOU WILL GET CRUSHED!!!!**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and agree to all the terms and conditions discussed in this packet. Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Kevin Finkenaur (Owner)