

# KMS GENERAL ORIENTATION COURSE

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# Table of Contents

Company Mission.....	1
Official Company Policy .....	3
I.    Conduct.....	3
II.   Compensation Package .....	11
III.  Assessment and Correction .....	15
IV.  Layoffs, Cutbacks, and Terminations .....	17
V.    Company Property .....	18
Company Website .....	19
Kearney Moving History .....	19
Complete Basic Employee Documentation.....	21
Overview of Facility and Grounds.....	22
Job Procedure.....	23
I.    Getting Started .....	23
II.   Arriving at the Job Site .....	24
III.  Job Preparation .....	24
IV.  Loading .....	25
V.    Unloading.....	26
VI.  Finishing the Job .....	26

# Company Mission

...to bless every customer with incredible service that's worth bragging about.

## **Our Pillars: Quality, Integrity, and Service**

- 1) **QUALITY** that pursues excellence.
- 2) **INTEGRITY** that pursues honor.
- 3) **SERVICE** that pursues satisfaction.

## **Our Core Values (What we live by)**

- 1) **SERVICE:**  
Deliver WOW! through service.
- 2) **ENJOYABLE:**  
Have fun while you work.
- 3) **WORK ETHIC:**  
Deliver an energetic "I'm on it!" work ethic.
- 4) **HUMILITY:**  
Be humble.
- 5) **DETERMINATION:**  
Be passionate and determined.
- 6) **POSITIVE:**  
Build a positive team and family culture.
- 7) **EMBRACE CHANGE:**  
Be open minded, creative, and embrace change.
- 8) **GROWTH:**  
Pursue growth and learning.
- 9) **COMMUNICATION:**  
Build open and honest relationships through good communication.
- 10) **EFFICIENCY:**  
Be efficient by doing more with less.

## Company Goals

...to be the industry leader in Nebraska and North Central Kansas by:

- Setting the standard in amazing customer care in the business community and moving industry through consistent pursuit of our mission, pillars, and core values.

...Our goal is to maintain 95% positive feedback customer rating.

- Setting the standard in employee satisfaction by creating a great company culture consistent with our mission, pillars, and core values.

...Our goal is to hire quality employees and achieve an 85% retention rate.

...Our goal is to increase profit margins that successfully facilitate our growing company's needs.

## Product Focus

- **Moving Service** - local, in-state, and out-of-state
- **Storage Service** - residential and commercial
- **Specialty Service** - packing services, debris removal, crating, 3rd party services, moving labor service
- **Retail Products** - packing supplies

# Official Company Policy

## I. Conduct

### A. Professional Conduct

#### 1. General Conduct

a) Respect: treat customers, employer, and employees respectfully.

b) Professionalism

(1) Do not behave in a way that would not fit in with normal professional conduct.

(2) No excessive goofing off, etc.

c) Language

(1) No use of inappropriate language including swear words or any reference to God, Jesus, or Christ outside of a religious discussion.

(2) Lewd conversation is also prohibited.

(3) Refrain from discussions involving vulgar subjects, sexual subjects, drugs, alcohol, partying, and the like.

d) Discrimination: absolutely no racial slurs or discrimination.

#### 2. Property Use

a) Obtain permission from the customer to use a customer's property. Use of the bathroom, drinking water, and permission to eat lunch in the home is acceptable. Other requests are discouraged unless the customer offers.

b) However, if a large crew (4 or more) is at the job site, it is not necessary to ask the customer each time something is needed.

c) Use of company property (e.g. company trucks; warehouse shop) is allowed for foreman on a case-by-case basis.

#### 3. Substance Use

a) Smoking and chewing tobacco are not allowed.

b) Use of illegal drugs is prohibited.

c) Random drug screens are performed; employees testing positive may be disciplined/terminated.

#### 4. Alcohol

- a) Not to be consumed while on duty.
- b) Any employee smelling like alcohol near customer will be dismissed and will be considered to be in policy violation.
- c) Drinking alcohol is allowed in moderation for employees over the road, but only when employee is off-duty and is of legal age.
- d) Accepting alcohol as a gift from a customer is allowed for legal age employee and if employee transports it personally.
- e) Company cannot transport alcohol given as gift or otherwise.
- f) No underage drinking.

#### 5. Personal Device Conduct

- a) General cell phone use at work
  - (1) Allowed if business related.
  - (2) Reimbursement is allowed if employee uses phone consistently for work purposes.
  - (3) Personal use is allowed during breaks and while traveling.
  - (4) Ask job foreman for permission to use cell phone for emergency or important call.
  - (5) Talking without a hands-free device is prohibited for drivers of any company vehicle.
- b) Personal texting
  - (1) Up to 10 personal text messages allowed during work hours, as long as texts take less than 30 seconds each.
  - (2) Texting that exceeds limits set above should be taken off of your time at the end of the day.
  - (3) Company expects you to act fairly and respectfully in regards to this issue.
- c) Texting while traveling
  - (1) Texting is prohibited for drivers of any company vehicle.
  - (2) No restrictions for non-drivers.
  - (3) Texting should never affect a team effort.

- d) Music and personal listening devices
  - (1) Permitted as a passenger during ride time.
  - (2) Allowed when packing boxes provided you are working alone (one ear bud is allowed or phone speaker is allowed as long as it's at a reasonable volume.)
  - (3) Not allowed while loading or unloading the truck unless you are a foreman, and the music should remain on the trailer.
  - (4) Music should always be at or below conversation level and should not be considered offensive or abrasive to others.

B. Ethical Conduct (based on our Core Values)

1. Service minded  
Deliver "WOW" through good service. Seek to discover and meet the needs of each customer.
2. Enjoyable  
Have fun while you work. Seek opportunities to create an upbeat work environment that encourages customers and co-workers.
3. Solid work ethic  
Deliver an energetic "I'm on it" work ethic. Keep busy, maintain a good pace, carry your fair share of the load, and stay focused. Be on time to work, be thorough in your work, and complete tasks.
4. Humble  
Respect those you report to and the customer. Avoid arrogant language, be willing to apologize, be willing to do whatever is needed to get a job done.
5. Determined  
Focus on doing the job with excellence. Focus on completing tasks with quality, integrity, and service in mind.
6. Positive attitude  
Build a positive team and family culture. Work well with others, control your negative emotions, do not complain, do not argue, show professional courtesy, and demonstrate good manners.
7. Embrace change  
Be open minded, creative, and embrace change. Be open to new and additional methods of accomplishing your job.
8. Pursue growth  
Pursue growth and learning. Listen, learn, practice, follow instructions, and be willing to get on and off the job training.

9. Good communication

Build open and honest relationships through good communication. Talk positively (avoid negative talk), promote maturity and unity, and do not be argumentative

10. Efficient

Do more with less by looking for opportunities to do your job with greater effectiveness.

C. Attendance Conduct

1. Timeliness

- a) Arrive on time as instructed and contact foreman or company ASAP if you will be more than 5 min. late
- b) Consistent tardiness may be cause for reprimand or termination, and unexcused absences may be cause for reprimand or termination.
- c) Employees who are left due to tardiness may travel to the job site at their own expenses or possibly forego hours for that day. Mileage will not be reimbursed.
- d) If calling in sick, we would like as much notice as possible, with a minimum of 90 minutes' notice.

2. Recording Hours

- a) Enter start and stop times each day (use cell phone time) to the nearest 5-minute increment.
- b) Enter unpaid breaks.
- c) Enter whether they are Atlas hours or Kearney Moving hours.
- d) Enter vacation or holiday pay.  
Note: Vacation and holiday pay does not apply to overtime hours.

3. Time off

- a) Complete a [Time Off Request Form](#) when needed.
- b) Company requires one week's notice unless emergency.
- c) Requests made within 48 hours of notice have a high likelihood of being denied.
- d) If the job schedule is slow, employees may be able to take time off without advance notice.

D. Appearance Conduct – General Guidelines

1. Personal Hygiene/Grooming

- a) No pierced jewelry for male employees.
- b) Male employees must keep hair well trimmed and clean cut.
- c) Facial hair must be kept well trimmed.
- d) Maintain good personal hygiene.



2. General Attire Guidelines for Operations Department
  - a) Must wear company shirt while on job site.  
Note: Do not wear company shirts when off duty to bars, night clubs, or similar venues.
  - b) Pants, jeans or shorts are acceptable.
  - c) All shorts must be a minimum of 4 inches above the knee or longer. Running shorts and the like are not allowed.
  - d) Attire that is baggy or has tears, rips, or holes is not acceptable.
  - e) Wear close-toed footwear; sandals and the like are not acceptable on the job site.
  - f) Ball caps are allowed.  
Note: caps containing inappropriate messages or advertising of alcohol are not allowed.
  - g) Head bands are allowed if they are a solid dark color.
  - h) Must wear company I.D. badge as requested.
  - i) Dress code does not apply with maintenance and mechanical work.
3. General Attire Guidelines for Sales Department / Estimators and Field Sales Representatives
  - a) Must wear an Atlas marked polo shirt or Atlas button up shirt.
  - b) Must wear "Dockers style" dress pants that are tan or black.
  - c) Must wear shoes that are dress casual or business casual.
  - d) If jacket necessary, it must match business casual style.
4. General Attire Guidelines for Office Staff
  - a) Must wear company shirt while at work.  
Note: Do not wear company shirts when off duty to bars, night clubs, or similar venues.
  - b) Pants, jeans or shorts are acceptable.
  - c) All shorts or skirts must be a minimum of 4 inches above the knee or longer. Running shorts and the like are not allowed.
  - d) Attire that is baggy or has tears, rips, or holes is not acceptable.
  - e) Footwear must be professional.

E. Dress Code / Company Attire – Specific Illustrations and Explanations

1. Head Gear

a) Ball caps are allowed.

(1) Caps must be in good condition with no rips, holes, or tears.

(2) The cap cannot advertise anything inappropriate including tobacco or alcoholic products.

(3) Caps must be worn with bill facing straight forward (not to the side or backwards).



b) Skull caps/sweat bands are allowed but must be solid dark colors only.

(1) The skull cap/sweat band must be in good condition with no rips, holes, or tears.

(2) The skull cap/sweat band cannot advertise anything inappropriate including tobacco or alcoholic products.

c) Acceptable winter wear includes stocking caps and rear earmuffs.

d) Must have a neat professional appearance.



e) The following types of head gear are NOT allowed:

(1) Visors

(2) Cowboy hats

(3) Hair nets

(4) Derby hats

## 2. Grooming



- a) In general, maintain an overall clean-cut appearance.
  - (1) Male employees must have well-trimmed hair – not longer than 4 inches—and well-trimmed facial hair. See style illustrations above for an acceptable reference. Obtain management approval for anything significantly different, or the employee will be in violation of this policy.
  - (2) Female employees have no length restrictions but must have a professional well-kept hair style.
  - (3) No pierced jewelry for male employees.
- b) The following grooming options are NOT allowed.
  - (1) Shaggy beards
  - (2) Mutton chop side burns
  - (3) Comb overs
  - (4) Fu Manchu
  - (5) Pierced jewelry (male employees)
  - (6) Ear plugs
  - (7) Inappropriate tattoos

## 3. Shirts and Jackets

- a) All employees must wear company-issued shirts and jackets.



- b) All crew members and foremen are to wear dark navy blue t-shirts that have the Atlas logo on the front and back. All winter wear should have the Atlas logo on front, but the back side is optional.
- c) All surveyors may wear company-issued polo and button-up shirts.
- d) Shirts or jackets with holes, rips, or tears are NOT allowed.

4. Pants

- a) Dress professionally.



- (1) All pants must be in professional condition with no rips, holes, torn, overly faded or discolored areas.
- (2) Pants are to fit properly and not be overly wrinkled.
- (3) Pants are to be properly secured at the waist line using a belt if necessary.

- b) For crewman, foreman, and office staff, jeans or khaki pants are acceptable.
- c) Surveyors are expected to wear business casual pants such as tan or black khaki pants.
- d) The following types of pants are NOT allowed:
  - (1) Sweat pants
  - (2) Yoga pants
  - (3) Baggy pants
  - (4) Pants with holes, rips, or tears

5. Shorts

- a) Dress professionally.



- (1) All shorts must be in professional condition with no rips, holes, torn, overly faded or discolored areas.

- (2) Shorts are to fit properly and not be overly wrinkled.
- (3) Shorts are to be properly secured at the waist line; use a belt if necessary.
- (4) Shorts length should be approximately knee length.
- b) For crewman, foreman, and office staff, jeans, khaki, or gym shorts are acceptable.
- c) Surveyors may wear khaki shorts that are considered business casual.
- d) The following types of shorts are NOT allowed:
  - (1) Running shorts
  - (2) Track shorts
  - (3) Sweat pant shorts
  - (4) Yoga shorts
  - (5) Shorts with holes rips or tears

6. Shoes

- a) Wear neat, professional looking shoes with no rips, holes, or tears.



- (1) For crew members, foremen, and office staff, comfortable tennis shoes or work boots are acceptable.
- (2) Surveyors may wear comfortable business casual shoes.
- b) The following shoes are NOT allowed:
  - (1) Sandals (NOTE: female office staff may wear professional looking sandals)
  - (2) Flip flops
  - (3) Cowboy boots
  - (4) Over-sized winter boots

## II. Compensation Package

### A. Wages

- 1. Pay rates are set by management on a per employee basis.
- 2. New hires will have a 1-month trial period or 160 hours to determine their continued employment with the company.
- 3. Full-time status applies to any non-seasonal employee working 35+ hours per week.

4. Part-time status applies to any employee working fewer than 35 hours/week and/or any seasonal employee.
- B. Incentives: Raises, Promotions, Bonuses
1. Based on performance, knowledge, ability, and qualifications.
  2. Evaluations are performed to determine pay raises, promotions, and bonuses.
  3. All incentives are given at the company's discretion.
- C. Holidays
1. Full-time employees only.
  2. Paid Holidays, Paid Vacation, and Personal Days are determined on a per employee basis.
  3. Holidays off include New Year's Day, 4th of July, Thanksgiving Day, Labor Day, Memorial Day, and Christmas Day.
- D. Insurance
1. Full-time employees only.
  2. Must be employed for 1 month (160 hours) before insurance allowance begins.
  3. Insurance allowance amount is determined on a per employee basis.
- E. Retirement Plan
1. Full-time employees only.
  2. Company matching IRA.
  3. Must be employed for 1 month (160 hours) before employees can start contributing.
- F. Reimbursement
1. Typical reimbursements include cell phones, mileage on personal vehicles, and use of personal tools.
  2. Company will approve reimbursements on a per employee basis.
  3. Eligible for only legitimate use of personal property for company use.
  4. Cell phone reimbursement per month for approved employees.
  5. Details regarding personal vehicle use and reimbursement:
    - a) Must be approved by company prior to use.
    - b) \$.40 per mile is typical but can vary on a per employee basis.
    - c) Reimbursement does not apply if employee drives to the job site for personal reasons/convenience.
    - d) Reimbursement does not apply if travel is completed within Kearney city limits.

6. Details regarding line drivers and mileage pay:
  - a) Line drivers are movers that do not work for our company, but they hire KMS (our) employees to help them load or unload their truck.
  - b) Typically, you are expected to meet the line driver at their customer's address.
  - c) When working for a line driver, you are considered contract labor for them and are not on our company payroll for the duration of that job. The line driver is expected to pay for your travel time to and from the job site, labor to load/unload their truck, and gas money for the mileage.
  - d) All pay is negotiable, but typical rates are \$15-\$20 per hour for travel time and labor; mileage for fuel is \$.15-\$.20 per mile round trip.
  - e) If one of our company vehicles is used, the fuel mileage money must be returned to the office.
  - f) If an employee's personal vehicle is used, the employee keeps the fuel mileage money.
2. Other equipment reimbursement requires company approval.

#### G. Overtime

1. Paid on hours in excess of 40 per week.
2. Pay period begins on a Monday.
3. Weekend pay and holiday pay will not always be overtime pay; company will inform employees on a per job basis.

#### H. Breaks

1. 20 minutes of paid breaks per 6+ hour work day.
2. Partial work day (fewer than 6 hours) receives no paid breaks.
3. Paid breaks are generally taken during lunch but are at the foreman's discretion. Employees are responsible to bring their own lunch.
4. Paid breaks for a non-driver are void on days that include travel time that exceeds 1 hour.
5. Employees requesting an additional break for any reason must obtain approval from management or job foreman; these breaks will be unpaid.
6. If your workday goes past 6:30 p.m., the job foreman has permission to purchase a meal for the crew. Crews that are over the road do not need to bring lunches.

## I. Tips, Giveaways and Hauling

### 1. Tips

- a) Tips received at the destination should be appropriately divided by the foreman among the entire crew that worked on the job unless the customer specifically divides it up for each crew member.
- b) Ten percent of the tip money should be directed to the office staff for their efforts in selling the job.

### 2. Giveaways

- a) If customers choose to give away or sell items, the job foreman has full discretion over the situation.
- b) Employees are welcome to fairly and professionally take giveaways or purchase items from the customer.
- c) No solicitation or unprofessional negotiating.

### 3. Hauling and storage

- a) Items may be hauled back to the company warehouse only if it is convenient and reasonable.
- b) Items can be stored at the company warehouse for one week for free if room is available.
- c) After storage of one week, employees may pay for storage or the items become the property of the company.

### 4. Haul away jobs

- a) Items hauled back to the warehouse from haul away jobs are property of the company; these items are not giveaways.
- b) In most cases, items from haul away jobs are resale items and may be purchased.

## J. Out-of-Town Moves / Reimbursement / Expenses

1. All moving time (traveling or working) that takes place in Nebraska and within a 250-mile radius of our home office can be counted as regular hours and qualifies for OT pay.
2. The following information pertains to most traveling employees/drivers when traveling outside of the 250-mile radius. (However, individual contracts may negate the following information.)
  - a) The company will negotiate a flat rate for travel time outside of the 250-miles radius on a case-by-case basis.



- b) If employees spend the night in a motel of the community they are working in, they can start their time when they get into the truck at the motel. If employees spend the night in the sleeper berth in the community they are working in, they can start their time when the truck starts the commute to the customer's residence. Their hourly rate time will stop when they return to the motel in that community or where they park the truck, if staying in the sleeper berth within that same community.
- c) Extension pay is determined on a per incident/per employee basis. It covers situations including, but not limited to, mechanical break downs, weather delays, accidents, and lay overs.

### III. Assessment and Correction

#### A. Evaluations

1. Scheduled annually at a minimum.
2. Designed to discuss general progress, pay raises, employee intentions, advancements, and job responsibilities.

#### B. Correcting Improper Conduct

1. It is important that employees follow the company's core values, policies and procedures. When they are not followed, the company can incur a significant loss. The loss could be financial, it could be loss of the company's reputation, and/or it could negatively affect the company culture.
2. Correcting behavior is meant to help the company stay focused on its core values, policies, and procedures. Correction should be issued and received with professionalism and respect. Correction should not be misused through bullying, threatening, nitpicking, complaining, prejudice, favoritism and similar negative behaviors. To ensure the company's continued success, it is imperative to hold one another accountable to the company's standards through good management and helpful corrective measures.
3. Use the **Employee Correction Notice Form**, which is available at the general manager's office, to document concerns or violations of company policies and procedures. Follow these guidelines when using the Employee Correction Notice Form:
  - a) Supervisors, managers, and foremen are authorized to write up an Employee Correction Notice for co-workers of equal seniority or lower.
  - b) Supervisors, managers, and foremen are required to write up an Employee Correction Notice for the following misconduct items:
    - vehicle tickets/warning
    - accidents involving bodily injury or vehicle damage
    - damage to any company property
    - damage to the customer's property

- leaving company property at a customer's residence
  - forgetting to deliver all of the customer's property
  - public complaints
  - tardiness to work or to the customer's residence
  - unexcused absences
  - extreme rudeness or unprofessional behavior to the customer or a co-worker
  - insubordination
  - timecard violations
  - not submitting receipts to the office properly/timely
  - not submitting logs/job paperwork to the office properly/timely
  - not securing company property
  - stealing
- c) If an employee violates other company values, policies, or procedures not listed above, s/he will be managed through the situation before an Employee Correction Notice is issued.
- d) Supervisors, managers, and foremen are expected to issue the co-worker a verbal warning and/or conduct a coaching session to correct the behavior. If the behavior is not appropriately corrected, then an Employee Correction Notice should be issued.
- e) Supervisors, managers, and foremen are required to communicate to their subordinates when they are receiving a notice. This should happen no later than 24 hours from when the incident occurred. It should be done professionally and respectfully; both parties are required to sign the document.
- f) Submit all Employee Correction Notices to the general manager's office within 24 hours of the incident or at the end of the trip where the incident occurred.
- g) Corrective measures are determined and implemented at the discretion of the general manager.
- (1) Incidents may receive corrective measures including (but not limited to), additional training, a warning, points, or fines. Corrective measures will be evaluated on a case-by-case basis.
- (2) Full-time employees that receive 500 points (and part-time employees that receive 300 points) within a year's time are at risk of demotion, probation, suspension, or termination.
4. Other employees – those without the authority to issue an Employee Correction Notice – may file an official complaint.
- a) To file an official complaint, an employee must submit the complaint in writing and send it to the general manager via email.
- b) All complaints that violate company values, policies, or procedures will be considered.

### C. Rewarding Proper Conduct

1. As each employee embraces the company's core values, policies, and procedures, the desired culture will develop. A healthy culture can improve job satisfaction, improve professionalism, profitability, and the company's reputation.
2. The company seeks to celebrate exceptional employee behavior through a variety of options including (but not limited to) pay raises, promotions, gifts, rewards, and awards.
3. The company also expects managers, supervisors, and foremen to look for opportunities to thank co-workers who are adhering to the company's core values, policies, and procedures.

### D. Feedback

1. The company encourages employees to openly express any matter (positive or negative) with management.
2. It is against policy to not report policy violations.

## **IV. Layoffs, Cutbacks, and Terminations**

### A. Layoffs and Cutbacks

1. Company will allocate work hours to employees based on employee ability, seniority, employee attitude, employee need, and company's discretion only.
2. Layoffs and cutbacks may occur during seasonally slow periods.

### B. Termination

1. Reasons for termination
  - a) Insubordination
  - b) Poor work ethic
  - c) Stealing
  - d) Dishonesty
  - e) Not meeting company expectations
  - f) Not working well with co-workers
  - g) Negligence that jeopardizes safety
  - h) Discussion of employee's pay or bonus (you may discuss rewards)
  - i) The above list is not exhaustive; it also includes any action or attitude determined by the company unworthy of employment.
2. Termination process
  - a) Extreme violation may result in immediate termination and can be done in writing and/or verbally by company management.

- b) Less extreme violation may result in a series of corrective measures to properly address the problem.
  - c) After a reasonable amount of time, further action may include training, probation, reprimand, or termination.
3. Additional termination details
- a) Termination due to lack of work will be communicated verbally unless written is needed for unemployment purposes.
  - b) Management may require the return of company property from the employee at any time during his employment; company property may include, but is not limited to, keys, credit cards, uniforms, or past rent.
  - c) Chargebacks may result from non-returned items or damages incurred by the employee.
  - d) Vacation pay, bonuses, and termination of benefits are evaluated by the company and are reimbursed at the company's discretion based on the termination reason.
  - e) The company reserves the right to terminate an employee at its discretion for reasons that may be considered harmful to the productivity of the business or harmful to the safety of the employees or the public.

## **V. Company Property**

### **A. Clothing**

1. Shirts, sweatshirts, and coats are checked out to employees at the time of employment.
2. All company clothing must be returned at the end of employment.
3. If you do not return company clothing, you will be charged \$12/shirt, \$20/sweatshirt, \$25/hooded sweatshirt, \$45/jackets.
4. Other company clothing not mentioned will also have a charge.
5. If the clothing condition is extremely used, then the cost will be adjusted by the company.

### **B. Keys**

1. Company may issue some employees a padlock and/or warehouse key.
2. Employees must return all keys at the end of employment or at the company's request.
3. Do not duplicate company issued keys.
4. All company vehicle keys must be returned to the key rack at the end of use.
5. Employees may be fined \$5 per set of keys if they are taken home.

### C. Miscellaneous Items

1. Miscellaneous items include blades, markers, and the like.
2. These items must remain at the warehouse or with the appropriate company vehicle.
3. Employees must return all company items at the end of employment or at the company's request.

## Company Website

Familiarize yourself with the Kearney Moving website [HERE](#).

## Kearney Moving History

### 1990's

Kearney Moving was founded by Justin Halbgewachs and a friend in 1996. After graduating from college, Justin decided to start a local moving company as a means to earn extra money. He put an ad in the local paper and booked whatever work he could find.

In the early days, Kearney Moving would rent equipment and trucks as needed because the company didn't actually own anything. That first year, they discovered a solid need for their business in Kearney; they closed out the first year doing about \$12,000 in gross sales.



After about 2 years, the business grew enough for Justin to work full-time. He bought out his partner and made plans to expand. Expansion included hiring 2 full-time employees, purchasing 2 trucks and moving to a 3,000 sq. ft. facility.

Kearney Moving also began to focus on long-distance moving and storage. Kearney Moving continued to capture more of the Kearney market and by the end of the 90's they had expanded to 6 employees, 4 trucks, a 5,000 square foot facility and approximately \$350K in gross annual sales.

## 2000's



In 2001, Kearney Moving merged with Mack Moving and Storage and became an agent for Atlas Van Lines. This merger gave Kearney Moving a huge advantage by allowing them to network with other Atlas agents across the country.

Kearney Moving's long distance sales began to grow because of a growing reputation for excellence and because of its affiliation with Atlas. However, Kearney Moving also witnessed continued growth in local moves, in-state moves, and storage.

Kearney Moving continued to grow its reputation through quality service and aggressive advertising. By the end of the 2000's, Kearney Moving was operating with approximately 10 employees, 6 trucks, a 7,000 square foot facility and \$650K in gross annual sales.

## 2010's

In 2010 Kearney Moving moved its headquarters to the current location, which includes 10 acres and 14,000 square feet of warehouse space.



Between 2010 and 2013 the company took an aggressive approach in its marketing by targeting a larger portion of Nebraska and northern Kansas. The result has allowed the company to gain more market share and to become the largest moving company in the western two-thirds of the state.

Kearney Moving currently has a fleet of 6 semi-trailer trucks, 10 trailers, and 7 straight trucks. As many as 25 employees work for

Kearney Moving during peak season. Nearly 1,000 customers across Nebraska and the United States are served each year with annual sales exceeding \$2M. Kearney Moving continues to experience healthy growth without sacrificing quality.

Throughout Kearney Moving's history, the focus has been on growing an amazing reputation that is based on quality, integrity, and service.

The ownership of Kearney Moving is distinctly Christian and believes that business is a great vehicle to make a living while sharing the truth of Jesus with employees and customers. The ownership's goal is to validate these beliefs by showing people what we believe. This is why Kearney Moving has great employee retention and great repeat and referral business.

# Complete Basic Employee Documentation

As an employee of Kearney Moving, you are expected to complete some basic paperwork requirements. The following list will guide you through this process.

## **1. Tax Information**

If you are working for Kearney Moving as an employee, you will need to complete a W-2 form.

If you are working for Kearney Moving as an independent contractor, you will need to complete other documents pertaining to your arrangement.

## **2. Driver's License**

All employees with a valid driver's license will need to allow the office to make a photo copy for your file. This is necessary for insurance purposes.

## **3. Social Security Information**

All employees will need to allow the office to make a photo copy of your social security card. If this is not available, we will still need your social security number. This is necessary to complete a criminal background check.

## **4. Personal Profile Information**

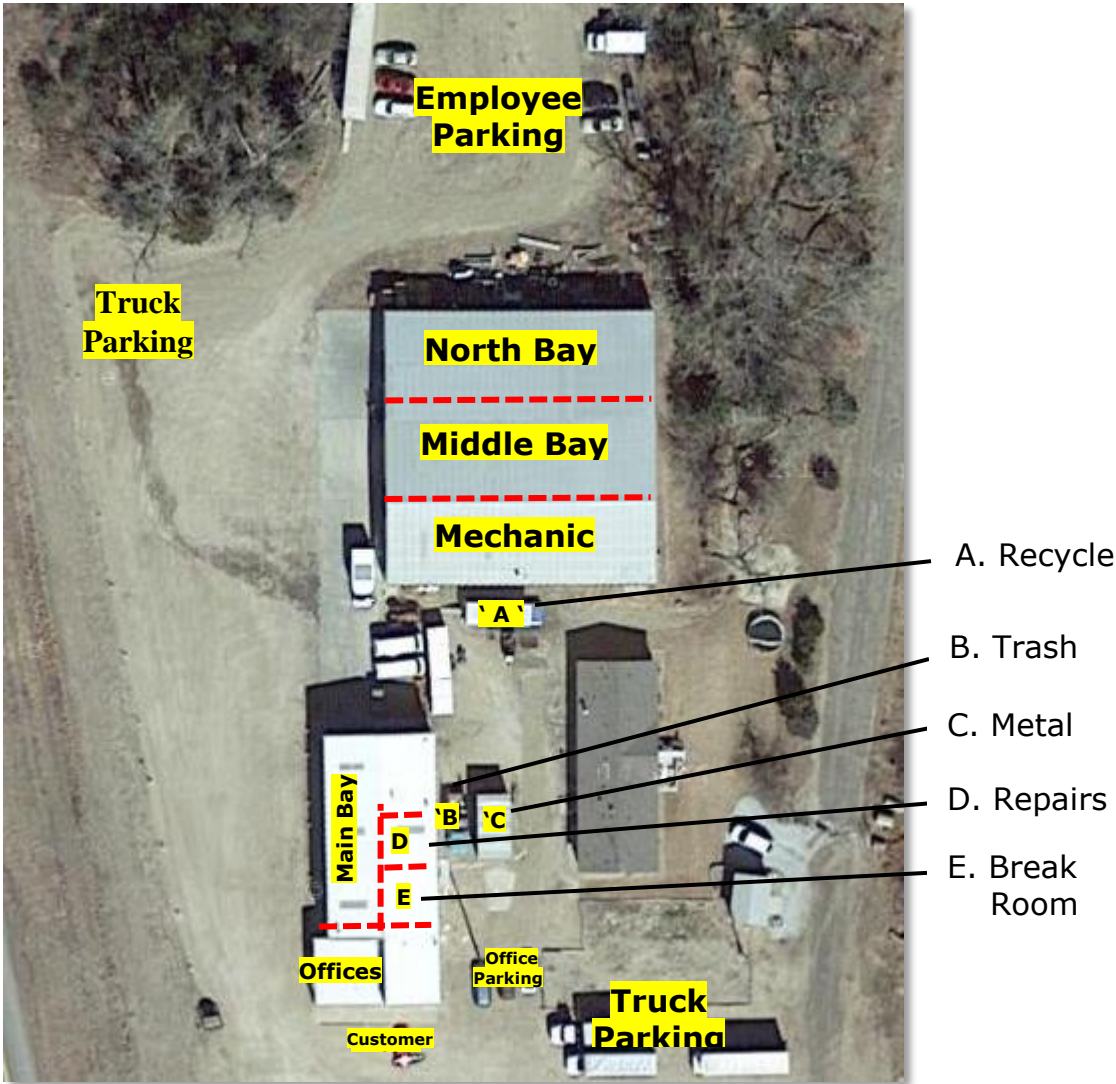
Kearney Moving requires that all employees complete personal information for our company file.

## **5. Employment Agreement**

Kearney Moving requires that all employees have an employment agreement on file. This agreement is non-binding and serves to outline expectations for the employee-employer relationship.

# Overview of Facility and Grounds

Kearney Moving Services Facility





# Job Procedure

This section describes the basic job procedure for typical household moves. More advanced coursework will discuss more specific points to remember for interstate moves, intrastate moves, local moves, and commercial moves. Review the entire process below. Although it's important for you to know the overall process, you are not required to perform all aspects of the job procedure.

Every moving job follows a basic 6-step procedure:

1. Getting Started
2. Arriving at the Job Site
3. Job Prep
4. Loading
5. Unloading
6. Finishing the Job

## I. Getting Started

- A. Arrival at Warehouse:  
Job foreman and crew arrive at warehouse at time designated by dispatcher.
- B. Pre-trip Inspections
  1. Office provides inspection sheets that outline exactly what needs to be inspected and checked off.
  2. Job foreman oversees and delegates pre-trip inspections, which should include the following:
    - a) Paperwork inspection
    - b) Vehicle inspection
    - c) Equipment inspection
- C. Pre-job Preparation
  1. Many jobs require extra equipment or supplies; the office prepares the paperwork that details the additional requirements.
  2. Job foreman oversees and delegates pre-job preparation.
  3. Foreman and crew need to verify any extra supplies needed for the assigned job.
  4. Pre-job preparation may include any of the following needed items:
    - a) Packing supplies
    - b) Piano supplies
    - c) Car supplies

#### D. Departure for Job Site

1. Driver operates the truck according to standard operating procedure.
2. Be time conscious and ensure that you leave the office with enough time to arrive at the job site on time.
3. If you are going to be 10 minutes or more late, call the customer and explain your situation.
4. If you are on a long distance move, arrive in a professional manner, cleaned up and ready to work.
5. Make fuel stop if the fuel is too low; the cab crew that is in the cab need to assist with the fuel stop (fuel up, check tires, clean windows, etc.).

## II. Arriving at the Job Site

#### A. Introductions

1. Park the truck in a place that will best suit the loading of the truck.
2. Job foreman handles all initial customer interaction, including the following:
  - a) Greeting
  - b) Crew introductions
  - c) Explanation of process
  - d) Special requests

#### B. Walk-through

1. To properly understand the customer's needs, the job foreman performs the property walk-through with the customer upon arrival and prior to loading/unloading.
2. Job foreman determines which crew members will participate in the walk through and which crew members will prepare the truck and moving equipment.

## III. Job Preparation

#### A. Home Preparation

1. This includes a variety of options to help protect the customer's property during the move. Customers may choose how much preparation, if any, they would like done to their home.
2. The job foreman informs the customer of the available home preparation options following the walk-through.

3. Company home prep options are as follows:
  - a) Floor covering
  - b) Stair protection
  - c) Banister protection
  - d) Door jamb protection
- B. Truck and Equipment Preparation
  1. This preparation, which is completed following the walk-through, helps the job run efficiently.
  2. Truck and equipment preparation includes the following:
    - a) Doors to the truck/trailer - open and properly secure
    - b) Ramp placements
    - c) Miscellaneous equipment; for example: staging, carts, tool box, strap box
    - d) Packing supply placement
    - e) Pad station set-up
    - f) Trailer clean-up

## **IV. Loading**

- A. Furniture Preparation

This process includes all aspects of preparing the furniture to be loaded onto the truck including:

    1. Disassembly
    2. Stretch-wrapping
    3. Padding
  - B. Loading the Truck
    1. Loading needs to be done in an orderly process as directed by the job foreman.
    2. Depending on the type of move and the amount of items being moved, there are a variety of ways to properly handle furniture and load the truck.
  - C. Departure from Origin

Leave the job site properly to avoid leaving anything behind.

    1. Load moving equipment and supplies into the truck, including the following: carts, dollies, 4-wheelers, ramps, tools, extra pads, unused packing supplies.
    2. Remove and dispose of all home preparation items, including the following: floor covering, stair covering, banister protection, door jamb protectors.
-

3. Perform a walk-through (foreman and customer) to ensure that the job has been completed and to make sure all company property has been loaded and personal debris removed. Perform the walk-through in a similar manner as the initial walk-through.
4. Complete any applicable paperwork (foreman and customer).
5. If needed, obtain destination directions and contact information.

## **V. Unloading**

- A. Arrival at Destination Job Site
  1. This procedure closely resembles the arrival at job site and job preparation procedures as covered previously.
  2. This procedure includes conducting a walk-through and preparing the truck and home.
- B. Unloading
  1. Unload in an orderly, efficient manner.
  2. Generally, the foreman or loader oversees the unloading of the trailer while the crew carries.

## **VI. Finishing the Job**

- A. Departure from Destination
  1. Follow the same process as departing from the origin.
  2. In addition, the foreman and customer also includes the following for this departure:
    - a) Paperwork completion
    - b) Collection of payment
    - c) Post-trip inspection
    - d) Final customer relations
- B. Arrival back to our facility marks the completion of the job.
- C. Do not neglect completing the following steps:
  1. Fuel up vehicle if necessary. A vehicle should not be brought back to the company facility under a quarter tank.
  2. Park vehicle properly
  3. Clean-up cab by removing all personal items and debris (e.g. pop cans, wrappers, etc.)
  4. Fold pads (or report the need to the general manager)
  5. Properly secure and account for equipment

6. Complete (or report to general manager) any necessary truck/trailer maintenance
7. Remove debris from truck/trailer (or report to general manager)
8. Complete paperwork and return it to the office (by job foreman)
9. Complete security inspection to ensure the vehicle is properly secured, locked, all lights are turned off, and windows are closed.

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