



CONDOR MOVING SYSTEMS

CREW SAFETY AND TRAINING MANUAL

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Safety Manual & Loss Prevention Program
Condor Moving Systems

1. General Health and Safety Acknowledgement

Condor Moving Systems philosophy is that all injuries can be prevented. We are committed to protecting workers, property and the public from incidents.

Condor's Management is committed to the safety and health of our employees, customers, and work sites. This program follows the Occupational Safety and Health Administration's (OSHA) "Safety and Health Program Management Guidelines". We are responsible for providing the resources necessary for employees to follow safety regulations related to our work.

At Condor Moving Systems management will participate in establishing and maintaining effective safety by:

- Providing each new employee with a general safety orientation containing information common to all employees and appropriate to the business operations
- Providing on-the-job training
- Developing awareness and appreciation of safety through memos, periodic safety meetings and posters

2. Safe Work Place Practices

By following safe work practices employees at Condor Moving Systems can prevent on the job injuries. All jobs are expected to be done correctly and safely. If there is any question on how a job is to be done turn to this manual and the following examples or ask Condor Moving Systems management.

a) **Lifting Techniques** Handling materials is one of the major sources of workplace injuries. Most of these are caused by simple, sometimes repetitive actions. Injuries can be prevented by concentrating on the job at hand. Bruises, lacerations, puncture wounds, strains and sprains are the most common injuries.

- Before handling materials, be alert to the possibility of sharp edges, nails, splinters, sharp wire ends, strap ends or other projections that might cause cuts or punctures.
- Keep hands and fingers away from the "pinch points" when handling materials. Examples include: bench, floors, structures, boxes, machines or any other fixed object.
- Never carry an object by yourself if it obscures your vision. Get assistance from co-workers.
- Check the weight of heavy or larger objects before attempting a lift by tipping one edge or moving the items from side to side.
- Keep the object as close to the body as possible. (the larger and bulkier the package, the more strain it places on your back and other muscles)
- Be sure your route is clear and you can safely place the object down by reversing the above procedure.
- Do not allow materials that have sharp or rough edges to slide through your fingers.
- When dealing with Packed by Owner ("PBO") boxes check all PBO boxes for tears that may cause it to fall apart when you lift or move it.
- When moving items from one location to another always use walk ways. Never step off or take a dolly off the walk ways into grass or non-paved ground. Use the walk way to prevent injury

Remember: Proper Lifting or proper handling methods will help prevent injury. Where proper lifting equipment (mechanical) is available use it. If mechanical equipment is not available or not practical, then proper lifting methods must be utilized. Where possible, avoid lifting anything over 50 lbs., if an object is heavier than 50 lbs. then two or more people and or a forklift will be required (regardless of the object being lifted).

When it is necessary for you to lift an object, use the following method.

- Face the object, place feet at shoulder width and close to the object to be lifted.
- Bend the knees and squat by the object in a comfortable position (Don't stoop over it).
- Get a firm, balanced grip on the object.
- Keep the object close to your body and use your legs when lifting the object.
- Keep the back and arms as straight as possible and do not twist your body when lifting or carrying any object.
- Lift the object by straightening the legs and keep your back straight as you stand up.



Avoid the following:

- Reaching while lifting
- Poor posture—how one sits or stands
- Bad body mechanics—how one lifts, pushes, pulls, or carries objects
- Poor physical condition—losing the strength and endurance to perform physical tasks without strain
- Twisting while lifting
- Bending while lifting
- Maintaining bent postures
- Heavy lifting
- Fatigue
- Poor footing such as slippery floors, or constrained posture
- Lifting with forceful movement

b) **Ladder Safety** Falls from portable ladders (step, straight, combination and extension) are one of the leading causes of occupational fatalities and injuries.

- Read and follow all labels/markings on the ladder.
- Always inspect the ladder prior to using it. If the ladder is damaged, it must be removed from service and tagged until repaired or discarded.
- Always maintain a 3-point (two hands and a foot, or two feet and a hand) contact on the ladder when climbing. Keep your body near the middle of the step and always face the ladder while climbing (see diagram).
- Only use ladders and appropriate accessories (ladder levelers, jacks or hooks) for their designed purposes.
- Do not load ladders beyond their maximum intended load nor beyond their manufacturer's rated capacity.
- Ladders must be free of any slippery material on the rungs, steps or feet.
- Keep areas clear around the top and bottom of the ladder.



- Do not use a self-supporting ladder (e.g., step ladder) as a single ladder or in a partially closed position.
- Do not use the top step/rung of a ladder as a step/rung unless it was designed for that purpose.
- Use a ladder only on a stable and level surface, unless it has been secured (top or bottom) to prevent displacement.
- Face the ladder when moving up or down.
- Use at least one hand to grasp the ladder when climbing.
- Do not place a ladder on boxes, barrels or other unstable bases to obtain additional height.
- Do not move or shift a ladder while a person or equipment is on the ladder.
- Do not carry objects or loads that could cause loss of balance and falling.
- An extension or straight ladder used to access an elevated surface must extend at least 3 feet above the point of support. Do not stand on the three top rungs of a straight, single or extension ladder.
- The proper angle for setting up a ladder is to place its base a quarter of the working length of the ladder from the wall or other vertical surface (see diagram).

c) Defensive Driving Defensive Defensive driving safety training has proven to be an effective solution to:

- Control liability costs associated with work-related vehicle crashes
- Reduce motor vehicle incident rates
- Improve productivity by keeping employees safe, on and off the job
- Protect your brand by improving public perception of your driving practices

Condor has adopted a 2-hour self-paced defensive drive course that must be completed by all company drivers.

d) Non-Allowable (DO NOT HANDLE) Condor employees are prohibited from handling the following items for employee safety. Employees should refer to this list as a guideline for identifying non-allowable items. Condor crews are instructed to use caution and avoid loading similar items. If you have any questions during a move please notify the job foreman. If the job foreman is not sure, then the crew is instructed to contact management prior to handling any item in question. Refer to the following chart.

Hazardous	Perishable	Sentimental/Personal
Gasoline	Frozen foods	Financial Documents
Kerosene	Refrigerated foods	IRA's
Matches	Open or half-used	Stocks
Propane tanks	foods or food	Bonds
Fire Extinguisher	without adequate	Airline Tickets
Motor Oil	preservation	Deeds
Lamp Oil	Produce	Documents pertaining to
Sterno	Plants	new home
Cleaning solvents/ammonia		Prescription medicine
Charcoal		Car keys
Charcoal lighter		Address book
Paint thinner		Checkbook
Paints, latex & oil. based		Computer disk storage
Chemistry sets		Family photographs
Fertilizer		Wedding albums
Aerosols		Personal video tapes
Fireworks		Insurance policies

Loaded guns Ammunition Ammunition reloading components Chemicals Swimming pool Liquid bleach Pesticides Weed killers Car batteries Household batteries Nail polish Nail polish remover		Medical and dental records School records Jewelry
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e) **Cellular Phones** The use of cellular phones is prohibited on the job at all times. Drivers are prohibited from using cellular phone while operating a commercial vehicle. All employees are prohibited from using cellular phones while handling furniture & boxes. Hand-Free devices are not an exception to the rule.* It will be the job foreman's responsibility to ensure all crew members are not on their cellular phones while on the job especially when handling furniture or boxes.

f) **Personal Protective Equipment (PPE)** Condor Moving Systems expects all employees to use the basic Personal Protective Equipment required to complete their job safely. The following is required to be worn by drivers, foreman and helpers. Each employee will receive one ProFlex back support at no charge.

- No work will commence until all required PPE is being utilized.
- Absolutely no one is permitted on Condor Moving Systems worksites without using the prescribed PPE.

Minimum PPE requirements are as follows on the worksite outside of the office:

- Approved work shoes, tennis and work boots are the preferred shoes. Absolutely no flip flops, Toms, etc. are allowed while at work.
- Approved back braces should be worn during all moves off site and on site.

Note: This is the basic PPE, some jobs and locations will require additional protection (hearing protection, face protection, hand protection, etc.)

g) **Work Attire** As company representatives, all crew members can form a positive or negative impression by personal appearance. Being clean and well-groomed make positive impressions. Showing up at a residence with poor personal hygiene, can set a tone for an unhappy customer. Poor hygiene can make the customer wonder whether you are worthy to handle their shipments if you cannot even keep yourself clean. Using personal hygiene is expected of all crew members.

Uniforms are another tool to help build customer trust and display professionalism. The uniform is also seen by the general public and can help with gaining new business and additional employees. Our organization takes pride in the quality of our work. In order to be considered a professional mover, you must look like one. Being in complete uniform at all times while on duty is expected.

Shirts: Condor t-shirts are available for purchase.

Shoes: Slip resistant preferably with toe protection shoes are required at all times.

Fleece Sweaters: Condor Fleece sweaters are available for purchase.

Shorts: Flat front work shorts in denim, khaki, black or navy

Pants: Flat front work pants in denim, khaki, black or navy

Hats: Winter hats are available for purchase

Work bag: Available at no charge to job foreman

Following will not be allowed at any time:

- Sandals or Flip Flops
- Athletic wear such as basketball shorts & pants
- Sagging shorts & pants
- Tank Tops
- Ripped clothing or altered clothing

h) Toolbox & Tool Safety Professionalism is also defined by arriving at the job site with adequate tools. Obviously, you want to have pads and dollies but having a toolbox with set of tools available is also mandatory. These tools are necessary for jobs such as disassembling and reassembling items such as beds. You may not need all tools for every job, but not having them when needed can cause doubt and concern with the customer. The goal is to keep the customer happy and being prepared for various job functions can reflect this professionalism.

The following is a list of equipment that should always be on the truck.

1. Four Wheel Dolly — this is a wooden or plastic flat dolly. Typically it is used in situation where there is a long carry and the surface is flat & smooth. This tool should not be taken into the residence.
2. Two Wheel Dolly (appliance Dolly) — this dolly is an aid in moving tall heavy items. The strap should always be secured around the item — no exceptions. This tool, like the four wheel dolly, should never be taken inside the residence. Except, it can be taken into an unfinished —walkout basement.
3. Personal Tool box – each employee should have his own tools to disassemble and reassemble furniture which includes basic tools such as:
 - a. Allen Wrench
 - b. Pliers
 - c. Screw driver (philips and flat head)
 - d. Drill
 - e. Tape measure

The following are some general safety points that need to be considered when using hand tools.

- Always become familiar and follow the manufacturer's specification.
- Keep tools in an orderly fashion, always put away after use.
- Inspect all tools and equipment before use.
- Do not use defective tools.
- Do not use dull cutting tools.
- Always use proper sized tools for the job.

To ensure safe use of hand tools, remember:

- Never use defective tools.
- Double check all tools prior to use.
- Ensure defective tools are repaired.
- Flag and take out of service any defective tools.

- i) **Fire Extinguishers** Properly maintained and placed fire extinguishers along with adequate training can greatly reduce loss in the event of a fire. Condor Moving Systems recognizes this and therefore ensures consistent conformance regarding fire extinguishers and all safety equipment.
- Fire extinguishers must be placed in accordance with local fire regulations and National Fire Protection Association (NFPA) guidelines.
 - Always ensure extinguishers are visible, easy to access and ready to use.
 - All fire extinguishers will be recertified yearly.
 - Always ensure that the proper type of extinguisher is available for use.
- j) **Ultra Pak Pads** Ultra Pak is the padding and banding of furniture items at its resting-place inside of the dwelling
1. **Things to remember when padding**
 - Cover all finished areas.
 - Sometimes the entire item will be covered because of the padding technique.
 - All pads will be secured with tape.
 - All furniture items will be padded inside the residence where they reside.
 - The furniture items will remain padded until they arrive at the new resting-place at destination.
 - Ultra Pak Pads should never be placed on the ground or used as floor runners.
 - Keep a close count of pads when exchanging with drivers at the warehouse.
 - Keep a count of the number of pads used on each job and write that number on the moving documents.
 - Pads are never to be stacked within 18 inches of a door on a truck or trailer.
 - Inspect pads and other equipment closely for damage which prohibit its function when delivering a shipment, the pads should be folded in the residence or on the way to the truck. This will allow them to be stacked neatly and kept out of the way.
 - Do not place pads in the belly box of a trailer.
 - Do not pad bicycles, garden tools, steel bed frames, lawnmowers, or similar items with ultra pak pads.
 - Never reverse pad an item (with the white side on the outside).
 - Acrylic tape should NEVER be applied directly to an item — it will damage the finish.
 - Do not seal all seams with the tape. Air must be permitted to circulate.
 - When unwrapping carefully remove the tape and roll tape into a ball and take it outside after unwrapping each item.
 2. **Goals of Padding**
 - Increase Customer Satisfaction
 - Reduce the number of marring and scarring

k) **Lift-Gate Operation** https://www.youtube.com/watch?v=RG-22K_nCVI

In the interest of safety, it is important that all operating personnel properly understand the functions of the lift-gate, possible hazards, dangers, load limits and load positioning for that specific unit before using a lift-gate. A misunderstanding can result in serious personal injury. Never let an “outsider” operate the lift-gate while you are handling the cargo. Never use the lift-gate for any purpose other than to lift or lower cargo from the truck.

- The maximum loads must be observed and followed!
- IMPROPER USE - It is not permitted to use the tail lift:
 - As an elevating work platform
 - To push loads

- To carry people (Only the operator may travel on the platform)
- To clear snow

Before the operator uses the lift-gate, the operator should be thoroughly familiar with the lift's functions and usage according to the following:

1. Improper operation of this lift can result in serious personal injury. Do not operate unless you have been properly instructed, have read and are familiar with the operation instructions. If you do not have a copy of the instructions please obtain them from your employer, distributor or lessor, as appropriate, before you attempt to operate the lift.
2. Be certain the vehicle is properly and securely stopped before using the lift.
3. Always maintain the lift-gate and inspect it for damage before usage. If there are signs of improper maintenance, damage to vital parts, or slippery platform surface, do not use the lift. Do not attempt your own repairs unless you are specifically trained.
4. Do not overload. See the Rating Label on the unit for the rated load. Remember that this limit applies to both raising and lowering operations.
5. Each load should be placed in a stable position as near as possible to the body of the truck/trailer.
6. Never stand in, move through or allow anyone else to stand in or move through the area in which the lift operates, including that area in which a load might fall.
7. This is not a passenger lift. Do not ride the lift with unstable loads or in such a manner that a failure would endanger you. The lift is not equipped with a back-up system to prevent falling cargo in the event of a failure.

Before Use: Turn Control switch to "ON", the L.E.D.'s will light up inside the cab. All lift-gate functions can be controlled with the 2-turn switch control box, which is mounted on the curb side of the truck or trailer.

5.1 Operation of the ILF by Control Box

5.1.1 Instructions for ILF 33 Folding Process

Turn lower switch down to lower lift arm all the way to ground.

Use the handle and pull out the platform.

Turn the top switch down to unfold the platform.

Then unfold the tip section.

Use the lower switch for up and down.

The platform is equipped with automatic leveling and will start to tilt down at ground if operator continues to hold the down switch.

Fold the platform tip and secure tip with latch.

Turn the top switch until platform does not tilt anymore and push the platform in.

Turn the lower switch up to store the platform.

5.1.2 Instructions for ILF 44 & 55 Folding Process

Turn lower switch down to lower lift arm all the way to ground.

Use the handle and pull out the platform.

Turn the top switch down to unfold the platform.

Then unfold the tip section.

Use the lower switch for up and down.

The platform is equipped with automatic leveling and will start to tilt down at ground if operator continues to hold the down button.

Tilt function is disabled above 16" from ground level.

Each knob will only lift/lower the gate.

To adjust platform tilt, lower platform underneath 16 inches.

Fold the tip of platform. Then turn top switch up.

Platform will start folding up and rotates over onto storage wheels.

Gate shifts from tilt cylinder to lift cylinder automatically while you keep on turning the top switch.

ALLWAYS REPORT ANY LIFT-GATE MALFUNCTIONS TO MANAGEMENT PROMPTLY DO NOT ATTEMPT TO REPAIR OR USE WITHOUT CONSULTING WITH MANAGEMENT

l) Personal Conduct Your personal conduct can set the tone for the entire move. Prohibited conduct at job sites includes but is not limited to the following:

- Smoking is not permitted on company property this includes:
 - Office
 - Warehouse
 - Truck
 - Customers home
- Smoking is generally not permitted and is only permitted outside Condor's office/warehouse in the designated smoking area which is located outside in the front parking lot near the first bay ramp.
- Jokes that can be construed as in bad taste
- Horseplay
- Flirting
- Fighting or Arguing with colleagues (the job foreman is in charge of the crew at all times once the crew has departed from Condor's dock)
- Arguing with the customer (call the office if a problem arises)

m) Housekeeping Condor Moving Systems expects all work sites to be maintained in an orderly and safe fashion.

- Company warehouse, truck and customer's home is to be kept clean at all times.
- Each crew is responsible for cleaning out the truck at the end of the work day.
- Its driver's responsibility to make sure truck is kept clean by all passengers.
- It's the foreman's responsibility to make sure that the crew has kept customers home clean and picked up all trash prior to leaving.

n) Fire Arms Firearms are not permitted at any time.

o) Fatigue Management It is a requirement that when a worker is fatigued that he or she stop work and take a break and report to the job foreman on-sight.

- p) **Hot Weather** Individuals working in hot environments are at an increased risk for development of heat-related illnesses. Work environment, relative effort involved, and clothing are all potential factors leading to heat stress conditions.

When the body's ability to cool itself is disrupted, body temperature, heart rate and perspiration increase. If the body's temperature does not return to near-normal or tolerable levels, serious illness can result.

The following are descriptions of the forms of heat-related illness that can occur during work in hot weather:

1. Heat Rash
2. Heat Cramps
3. Heat Syncope (Fainting)
4. Heat Exhaustion
5. Heat Stroke

Several factors can affect the potential for workers to develop heat-induced conditions. They include:

1. Acclimatization
2. Physical Fitness
3. Age
4. Alcohol and Drug Usage
5. Atmospheric Conditions
6. Workload

The best treatment for heat stress is prevention. In most situations, a combination of several preventative measures can provide an effective program for averting heat-related illness. If possible, heat and humidity produced by the process should be engineered out using local and general ventilation. Some possible measures are:

- Adjusting work schedules,
- Alternating work with breaks, and
- Monitoring workers for heat stress symptoms. Maintaining flexible and adequate work/rest schedule is relatively easy and an effective method of reducing heat stress.
- Workers should be able to take breaks to cool down and should be encouraged to drink water frequently. Coffee or caffeine containing soft drinks are not advised since their diuretic effects contribute to dehydration. Break and lunch area should be cooler than the work area.

Prevent dehydration

- Drink plenty of water before, while, and after you are active. This is very important when it's hot out and when you do intense exercise. You can drink water or rehydration drinks.
- Drink plenty of water before, during, and after work.
- Take a container of water or sports drink with you when you work, and try to drink at least every 15 to 20 minutes.
- Use a sports drink if you will be exercising for longer than 1 hour.
- Avoid high-protein diets. If you are on a high-protein diet, make sure that you drink at least 8 to 12 glasses of water each day.
- Avoid alcohol, including beer and wine. They increase dehydration and make it hard to make good decisions.
- Do not take salt tablets. Most people get plenty of salt in their diets. Use a sports drink if you are worried about replacing minerals lost through sweating.

- Stop working outdoors or exercising if you feel dizzy, lightheaded, or very tired.
- Wear one layer of lightweight, light-colored clothing when you are working or exercising outdoors. Change into dry clothing as soon as you can if your clothes get soaked with sweat.

- q) **Cold Weather** Wind-chill is the loss of body heat by replacing the micro-layer of warm air surrounding your body with a layer of colder air. If the air was not moving (i.e. no wind) the layer of warm air would act as an insulator. When that insulation layer is blown away, the body then tries to heat up the new, colder layer which causes the body to lose heat. This constant loss of heat causes you to feel like the temperature outside is cooler than the thermometer indicates.

Wind Chill Hazards

Check the wind chill before you go outdoor in the winter, and make sure you are well prepared for the weather.

- r) **First Aid Condor** Moving Systems provides and maintains basic first aid supplies for each truck and on Condor premises at all times. It will be the job foreman's responsibility to ensure if a first aid kit is used and that it is replenished.

3. **Company Vehicles/Trucks** As employees of Condor Moving Systems it is important to recognize and control the hazards associated with vehicle/truck operation. All drivers are responsible for the safe operation of that vehicle/truck. The following rules apply when on duty for Condor Moving Systems:

- Company vehicles/truck will be used for business only.
- Vehicle/truck speeds will not exceed the posted speed limits on public and private roads.
- Speeds will be adjusted to compensate for road and weather conditions.
- Driving under the influence of drugs/alcohol is forbidden.
- The use of radar detector is strictly prohibited and against FMCSA Part 392.71 Rules and Regulations.
- Vehicle/truck inspections reports must be completed before driving vehicle daily and turned in completed with employee timesheets or log books.
- No unauthorized passengers are allowed in Condor Moving Systems vehicles/trucks without management's authorization. Unauthorized passengers increase Condor liability and are against FMCSA Part 392.60 Rules and Regulations.
- No alterations to vehicles/Trucks are allowed unless authorized by management.
- Driving while fatigued is not tolerated. If tired pull over and sleep or arrange for motel accommodations. Call management promptly.
- Keep windshield clean at all times.
- The use of cell phones while driving is not tolerated. If a call must be made pull over and make the call or wait until you are at your destination.
- The use of navigation devices while driving is not tolerated. Make sure put in address of location in devices before starting to drive.
- Do not leave vehicles/trucks unattended or running.
- Lock all vehicles/trucks when unattended.
- Do not idle for extended periods of time.
- Turn off vehicles when refueling.
- Ensure all cargo is securely fastened and truck doors are closed and locked prior to driving vehicles/trucks.
- Ensure insurance and DOT booklet are always in the vehicle/truck and are current prior to departure and always carry your driver's license and current medical card.
- All company vehicles/Trucks are equipped with Teletrac GPS tracking system to monitor and ensure driver safety. Teletrac provides comprehensive safety reporting to monitor driver

speeds, stop light and red light violations, brake use, idle time, mileage and route. Teletrac reports are reviewed regularly to maintain the highest safety stands.

- "Seatbelts" must be worn at ALL times when driving or riding in company equipment — no exceptions.
- "Headlights" will be turned on and remain on at all times when operating company equipment — no exceptions.

4. Driver Daily Vehicle Inspection Report

To ensure driver and passenger safety Condor requires that all drivers complete the driver's daily vehicle inspection reports daily. Condor maintains and logs these vehicle inspection reports in order to keep company vehicles performing at their best.

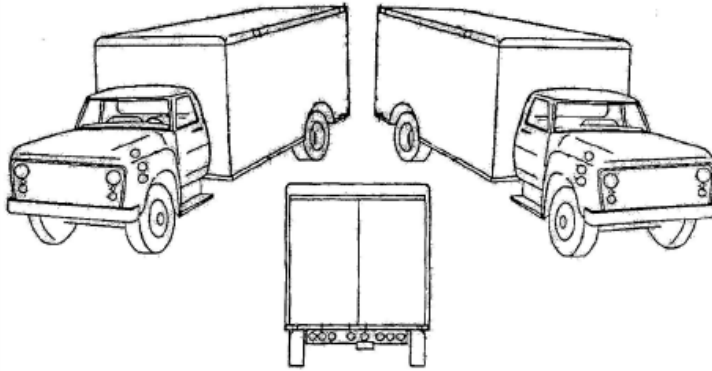
***shown on following page**

DRIVER'S DAILY VEHICLE INSPECTION REPORT

DATE: _____ UNIT # _____

DRIVER'S NAME: _____

Mark any damage, in detail, to exterior of the vehicle on pictures below:



Check any defective item and give details under remarks:

- | | | |
|--|--|--|
| <input type="checkbox"/> Air Compressor | <input type="checkbox"/> Horn | <input type="checkbox"/> Springs |
| <input type="checkbox"/> Air Lines | <input type="checkbox"/> Lights | <input type="checkbox"/> Starter |
| <input type="checkbox"/> Battery | Head - Stop | <input type="checkbox"/> Steering |
| <input type="checkbox"/> Brake Accessories | Tail - Dash | <input type="checkbox"/> Tachograph |
| <input type="checkbox"/> Brakes | Turn Indicators | <input type="checkbox"/> Tires |
| <input type="checkbox"/> Carburetor | <input type="checkbox"/> Mirrors | <input type="checkbox"/> Transmission |
| <input type="checkbox"/> Clutch | <input type="checkbox"/> Muffler | <input type="checkbox"/> Wheels |
| <input type="checkbox"/> Defroster | <input type="checkbox"/> Oil Pressure | <input type="checkbox"/> Windows |
| <input type="checkbox"/> Drive Line | <input type="checkbox"/> On-Board Recorder | <input type="checkbox"/> Windshield Wipers |
| <input type="checkbox"/> Engine | <input type="checkbox"/> Radiator | <input type="checkbox"/> Other |
| <input type="checkbox"/> Fifth Wheel | <input type="checkbox"/> Rear End | |
| <input type="checkbox"/> Front Axle | <input type="checkbox"/> Reflectors | |
| <input type="checkbox"/> Fuel Tanks | <input type="checkbox"/> Safety Equipment | |
| <input type="checkbox"/> Heater | Fire Extinguisher | |
| | Flags-Flares-Fusees | |
| | Spare Bulbs & Fuses | |

Describe condition of the cab and inside of box (example, trash in floorboard, pads not folded, tear in seat or clean with no trash): _____

Remarks: _____

DRIVER'S SIGNATURE: _____

5. **Drug and Alcohol Policy** Condor Moving Systems conforms to FMCSA Part 382 Controlled Substance and Alcohol use and testing rules and regulations. These regulations can be viewed at

<http://www.ecfr.gov/cgiin/retrieveECFR?gp=1&ty=HTML&h=L&mc=true&=PART&n=pt49.5.382>

Condor Moving Systems is dedicated to the health and safety of all its employees, the public, the environment and clients. To ensure this, Condor Moving Systems shall take every possible and reasonable effort to reduce the risks of its operations and ensure a healthy and safe workplace. As part of this commitment, Condor Moving Systems recognizes that the inappropriate use of drugs and inappropriate use of alcohol can have adverse effect on the health and safety of employees, the public, the environment and clients.

The objective of Condor Moving Systems alcohol and drug policy is to minimize the risk of impaired performance due to substance use. Employees performing services will not be permitted to remain on the work site while their ability to work is affected by drugs, alcohol, or other substances. This matter is considered to be a safety and performance issue and shall be dealt with as such.

Substance Abuse is not tolerated at Condor Moving Systems. An individual's failure to abide by this policy can result in termination of employment.

6. **Vehicle Accident Reporting Procedures**

a) **WHAT TO DO AND NOT DO ONCE A VEHICULAR ACCIDENT HAS OCCURRED**

- Stop!
- Get your vehicle out of traffic and park safely
- Turn off the ignition
- Set your brakes
- Turn on your four-way flashers. Exit your vehicle with extreme caution, since other vehicles may be passing
- If there is a fire or smoke, use your fire extinguisher. Only do this if the fire is controlled and you have been trained in this procedure. Do not put yourself and others at risk!
- Position your emergency triangles. Use the orange card enclosed in the Vanliner accident kit for guidance on proper placement of the triangles. If placed incorrectly, added liability can be assessed to you, the van operator, and your company.
- Look for hazards such as leaking fuel or injuries to the parties involved
- Only move victims if their safety demands it. If someone is unconscious or seriously injured, try, within your ability to stabilize his or her injuries until emergency assistance arrives.
- If someone else is available, have him or her call for help if someone is injured. Have them give detailed information concerning the injuries found. If not, make the call yourself. Also, call the police!

- Remember, if anyone is injured, try to get him or her to see a doctor, no matter how minor they say the injury may be.
- Unless a fatality is involved or a vehicle is totally disabled, move all accident vehicles from traffic lanes ASAP to prevent further damage and injury. *Important note: If safety is not compromised, take pictures of the accident scene before moving the vehicles when possible.

b) Important information to be documented:

- Note in a secure place on the vehicle giving your name, 1 company name, address, and phone number
- Write down the names and phone numbers of witnesses and vehicle license numbers
- Note weather and road conditions
- Write down what happened. If possible sketch what happened as well to give a clearer picture of the events that took place
- Note the physical condition of those involved (walking around, obviously injured, etc.)
- Note negligence or inattention of the other driver. (One good example - was the other driver on the phone at the time of the accident? Is there a cell phone in the vehicle? Records can be checked.)
- Note information about the officer at the scene, if applicable (badge number and name)
- Record any signs of alcohol or drug use of the other driver (including alcohol containers in the vehicle)
- Was the other driver eating when the accident occurred? Are there food containers in the vehicle?
- Were lights on or off at the time of the accident? Were these necessary due to weather and/or darkness?
- Were there any vehicle defects noted prior to the accident **on the other driver's vehicle** that would have possibly contributed to the accident? Were all individuals involved wearing a seatbelt? Note those who were and those who were not wearing a seatbelt. Note if a towing company was used to tow vehicles from the scene, if applicable.
- Your claims/safety representative will also direct you at that time if a post-accident drug/alcohol test is necessary. For a copy of the DOT guidelines for post-accident testing
- Take pictures if at all possible of the vehicles involved
- Skid marks (use tape measure or other reference marker to show size)
- Damages to vehicles (interior and exterior). Again, use reference marker to note size. **DO NOT TAKE BLOODY OR GORY PICTURES!**
- Position of vehicles (from every angle of the accident scene)

- Any factors that contributed to the accident.
- Preexisting damage on the other vehicles involved.
- License plates of vehicles involved and of the witness' vehicles.

c) WHAT NOT TO DO AT THE SCENE OF AN ACCIDENT:

- Do NOT discuss who is at fault.
- Do NOT get into argument.
- Do NOT sign anything.
- Do NOT speak with the media or others at the scene, with the exception of law enforcement and company representatives.

7. Employee Accident Reporting

In the event an on the job injury occurs regardless of how minor or major the injury report all employee related accidents must immediately be reported to Amit or Nisrine Gal. The following documents listed below must also be completed: A drug and Alcohol screen will be required for any employee reported accident.

- a) Employee Statement of Injury – statement describing injury
- b) Witness Statement – statement made by witness of accident
- c) Decline Medical Treatment –_employee seeks to waive medical attention

8. Household Goods Training

a) Types of Moves

- Government, Military, GSA (General Services Administration) — FBI, Dept. of state, Marshall Service, Secret Service, Drug Enforcement Administration, Dept. of Agriculture.
- Non- Government
- Private Transferee — the customer is responsible to pay all charges.
- National Account — Nextel, Cendant, America On-Line; the corporation pays the relocation charges. Local — is defined as a relocation where origin and destination are within 50 air miles of a metropolitan area. The crew does not perform an inventory for a local, but will seal the doors of the truck with metal freight seals. Pick-up and delivery are usually the same day. Local moves are billed either by contract price or hourly. Most are contract price which requires the crew to collect payment prior to delivery. Always call local dispatch prior to collecting charges.
- Intrastate — is a relocation where origin or destination is located outside the 50 air miles from metropolitan area but are in the same state. Usually no inventory is performed and the truck doors are sealed. Fick-up and delivery are not the same day. The crew will collect payment for all charges prior to delivering.
- Interstate — is a relocation where origin and/or destination are outside the 50-air mile guideline and are in different states. An inventory will always be performed unless informed otherwise. Most government shipments are in this classification.
- International — where origin and destination are in different countries. An inventory will always be performed. If shipment is loaded into a metal container and not lift vans (wood containers) the metal container walls must be lined with used mattress cartons and a bulkhead must be built at the end to secure the load.

b) Storage Shipments

- Commercial — private transferee or national account. There is no minimum or maximum time.
- Storage in transit (SIT) — this is when a customer is relocating and has their items stored temporarily at origin or destination. Most SIT shipments are government and have no minimum time but have a maximum time of 90 days.
- Non Temporary Storage (NTS) — government shipment which will be stored for more than 90 days. Agent Pick-Up (APU) — this is performed by the origin service provider (Agent) when a shipment is scheduled to be picked-up by a line haul driver and the driver cannot pick-up the shipment on the required pick-up date.

c) Inventories - Introduction to the Inventory

1. Purpose

Employees must inventory a customer's belongings at the beginning of a move and account for them at the destination. Taking a proper inventory is important because it is a receipt between the company and the customer. It is the basis Customer Service uses to defend claims regarding pre-existing damage (PED). It should always be accurate and truthful. Always use a ball point pen when writing an inventory. The writing should always be legible — "if it cannot be read, it has no value."

2. Inventory Symbols

Descriptive Symbols	
B/W	black & white
C	color
CP	carrier packed
PBO	packed by owner
DBO	carrier disassembled
PB	disassembled by owner
PE	professional books
PP	professional equipment
©	professional papers
PP	constructed weight
Exception Symbols	
BE	bent
BR	broken
BU	burned
CH	chipped
D	dented
F	faded
FR	frayed
G	gouged
L	loose
M	marred
MI	mildew
MO	moth eaten
R	rubbed
ST — stained	Stained
RU — rusted	Rusted
SC — scratched	Scratched
SH — short	Short

SO — soiled	Soiled
T — torn	Torn
W — badly worn	Badly worn
Z — cracked	Cracked
Location Symbols	
1	Arm
2	Bottom
3	Corner
4	Front
5	Left
6	Leg
7	Rear
8	Right
9	Side
10	Top
11	Veneer
12	Edge
13	Seat
14	Drawer
15	Center
16	Door
17	Inside
18	Outside
19	Backrest
20	Shelf

d) Customer Responsibilities to Movers

- Provide parking. The truck should not be parked on the driveway unless a "Driveway Waiver" has been signed by the customer
- Reserve the elevator
- Remove snow & ice from walkways
- Disconnect washer (fill tines)
- Disconnect Dryer (vent hose, unplug, natural gas line)
- Stove/Oven (unplug, disconnect natural gas line)
- unplug and plug in all electrical appliances
- Disconnect all wires connecting stereo and computer components
- Drain and fold waterbed mattress
- Remove any interior or exterior windows, doors, or handrails
- Secure all children or pets
- Drain fuel and oil from gas powered lawn tools
- Remove pedals and turn handlebars on bicycles for packing
- All propane tanks must be purged by a professional and have a tag attached to it certifying the purging
- DO NOT enter an attic or crawl space unless all the following are present: permanent stairwell, lighting, a floor which covers the area being entered or the area where the items are located, and you must be able to stand 70% upright

e) Crating

- All items to be crated should be done so early in the move. This provides a time cushion in the case one or more crates are incorrect. If an item does not fit into its crate notify Local dispatch immediately.
- All items should be wrapped in Brown Paper pads or craft-back bubble wrap.
- When there is more than one item to crate be sure to match the crate to the appropriate item.
- When crating flat glass or marble the following step should be applied.
- Wrap the item in the appropriate material.
- The crate should be stood upright at an angle. One or more crew members should support the crate. Do not lean it against a wall.
- Place on edge of the item into the bottom edge of the crate.
- Gently lay the crate flat on the floor.
- By following the above guidelines the entire item is supported by the crate.
- Start with one end and nail the slats onto the crate. The outside edge of the end slats should cover the outside edges of the crate. A minimum of seven nails should be used to secure the end slats — two at each end and three on the outside edge.
- The middle slats should be evenly spaced and secured using two nails at each end.

f) Paperwork

The accuracy of any paperwork completed by an individual or employee at Condor is vital. All paperwork should be completed properly, accurately, and truthfully. If you have questions regarding paperwork reference the Mover/Packer. Employees should note that on the [INSERT NAME OF FORM], orange highlights indicate the Driver signature is required; yellow highlights indicate the Shipper is signature required.

9. Training “What’s Your Role”

a) Dispatchers: What is your role?

- Tracking high-dollar loads with extra caution (such as through frequent contact with your van operators).
- Dispatching only long-term, trusted van operators with high-dollar loads.
- Directing van operators to secure lots when possible for overnight trips.
- Providing van operators with trip plans BEFORE they leave to reduce the need for giving trip and stop information over CB(s) or cell phones, which can easily be monitored by thieves who may be tracking your loads/trucks.
- Giving accurate, thorough directions to your van operators to ensure they can always back and turn around safely, always being sure to stay clear of noted hijacking areas.
- Communicating with customers or other agents to inquire if they have secure premises where your van operator can park overnight, if necessary, prior to an early-morning delivery.
- Keeping load information as confidential as possible. Such information should only be discussed with those who are involved in a move.
- Immediately contacting your designated security director, once your van operator has reported a theft. When talking to the involved van operator, you should collect information concerning the reporting officer, case numbers, etc. (The designated security director should then call the officer involved and notify your insurance carrier. Regular and timely contact is very important!

b) Van operators: What is your role?

- You as a van operator play a very important role in the security and safety of you most importantly, your assigned cargo, and your equipment.
- When leaving the truck, always take your keys and lock your vehicle!
- Avoid discussing over the CB and cell phone loads and locations where you plan to take rest stops.

- Utilize secured lots for parking and sleeping when possible. It would be beneficial for you to call the agent (for whom you are delivering or from whom you are loading) prior to making a trip. If they are in a safe area and have a secured lot, you may be able to make arrangements to park at that facility overnight prior to an early-morning delivery. If they are not in a secure area, they possibly could recommend a secured lot near their facility.
- If delivering in an area that is known to be unsafe, you should arrive at your destination as close to delivery or loading time as possible. Do not sleep there overnight!
- When returning to your vehicle, check the truck from a distance for changes in shadowing and/or objects that were not present when you left. You may detect the shadow of a possible hijacker or thief. Enter your sleeper berth with caution, as well.
- When someone approaches your vehicle, the key rule is DO NOT TRUST ANYONE! You should ask for identification if someone claims to be a police officer prior to opening your door.
- Check trailer seals and/or locks when returning to your vehicle. Do a thorough walk-around inspection.
- If dealing with high-dollar freight or if in a high-crime area, limit your time away from your vehicle.
- If traveling in twos, park your trucks back-to-back so that trailer doors cannot
- be opened. If another trailer is not available, you can also back up to telephone poles, walls, or something similar.
- Padlock your trailers. Superior locks are recommended, since they cannot be cut with bolt cutters.
- Trailers should remain hooked up to your tractor. It is recommended that king pin locks be used when you must unhook a loaded trailer.
- Always ensure that designated personnel or customers are present to accept your load upon arrival. Never just drop a load.
- Do not depend on helpers/lumpers with whom you are unfamiliar for proper directions!
- Ensure you always know your tractor and trailer numbers for quick identification if stolen.
- Provide training for new van operators in security/safety procedures, due to your hands-on experience in the field. Van operators will usually communicate and listen more to fellow van operators.
- Alert law enforcement immediately if you feel you are in an unsafe situation, or sound your horn to alert others.
- When returning to your vehicle, check the truck from a distance for changes in shadowing and/or objects that were not present when you left. You may detect the shadow of a possible hijacker or thief. Enter your sleeper berth with caution, as well.
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- Do not depend on helpers/lumpers with whom you are unfamiliar for proper directions!
- Ensure you always know your tractor and trailer numbers for quick identification if stolen.
- Provide training for new van operators in security/safety procedures, due to your hands-on experience in the field. Van operators will usually communicate and listen more to fellow van operators.
- Alert law enforcement immediately if you feel you are in an unsafe situation, or sound your horn to alert others.
- Once a theft has occurred, you should report the crime immediately to law enforcement authorities and your employer! According to experts from various state highway patrol departments, there is only a 24-hour window for recovery of stolen cargo and equipment. Give the following information to the reporting officer:
 - a. Tag number
 - b. VIN numbers of both your tractor and trailer
 - c. Detailed description of both tractor and trailer
 - d. Description of your load, including its value
 - e. Note the officer's name, phone number, and case number.
 - f. Report this information to your dispatcher.

c) Warehouse managers: What is your role?

- Do not accept extremely late deliveries.
- Complete records of vehicles and people coming and going from your warehouse (including names and identification numbers) should be kept.
- Ensure that information, such as that listed in Bills of Lading, high-value inventories, descriptive inventories, etc., is only accessible to those employees involved in a load or move.
- Confirm all paperwork and cargo upon delivery and loading.
- At least once a month, inspect your facility to ensure that all lighting is functioning properly. Effective lighting does deter crime. Remove all debris and plant growth from your perimeter, because it obscures your view and provides thieves with areas to hide pilfered items.
- Ensure that all trailers and doors are secured with superior locks. This is especially important if your agency permits trailer storage.
- On a monthly basis, patrol your warehouse and perimeter to note weaknesses in your security. At this time, verify that all alarms are working.
- Look for any disconnected wires, especially on the doors. Warehouse thefts have occurred due to disconnected alarm wiring.
- Alert management and law enforcement immediately if there is a security concern.
- These tips, while basic in nature, are vital to your company's security program. An effective and visible security program provides a better working environment for your employees and helps to ensure the profitability of your company, the safety of your van operators (as well as other employees), and the satisfaction of your customers.

10. Truck Loading

1. Loading

- a) Pack the truck one tier at a time.
 - The objects must be placed flush against the walls.
 - Stack the layers of the tier by weight.
- b) Start with the heaviest item.
 - Place in the front corner.
 - Flush to the front and side walls.

►EXAMPLE: Load the sofa first. Place it on its side with its back to the front wall and its feet to the corner wall.

Layer the items by weight.

- Heaviest items on the bottom.
 - Medium weight items in the middle.
 - Lightest items on top.
- c) Pack items as tightly as possible.
- Fill empty spaces with crumpled newsprint, bundles, small boxes or furniture.
 - The items must be packed to prevent the items from shifting.

► **IMPORTANT:** Load from front to back, floor to ceiling and side to side, with heaviest to lightest density.

d) Once the tier is complete, begin the next tier and repeat the steps.

2. Tiers and Tier Loading / Container Loading It can be said a tier is a large puzzle. It is an organized, free standing neat wall of furniture and cartons.

a) Types

1. Normal: this tier is approximately 18 inches wide. Items such as dressers, nightstands, chest of drawers, coffee tables, kitchen and dining room chairs, and buffets are loaded into this tier.
2. Narrow: this tier is less than 18 inches. Items such as metal or plastic utility shelves, bookcases, bar stools with no back, and some computer desk tops are loaded into this tier.
3. Wide: this tier is wider than 18 inches. Items such as washers, driers, refrigerators, sofa's, loveseats, recliners, and freezers are loaded into this tier.
4. Rough: this tier is typically wider than 18 inches. Items such as lawnmowers, lawn tractors, grills, patio chairs, exercise equipment, and picnic tables are loaded into this tier.

b) How to Build a Tier

- A tier is built from side — to — side and bottom — to — top. Larger, heavier items are placed on the bottom with lighter items being placed in the tier as it gets taller and is near finished.
- Keep the front (side facing the builder) even and flush. Always fill behind.
- Items such as mirror cartons, headboards, bed rails, and garden tools are placed between tiers because they are free standing therefore providing safety for the crew unloading at destination.
- The first couple of tiers should be the wide and/or rough.
- These tiers are loaded early while small items are available to fill in void spaces.
- Mattress cartons are used at the end of the load to secure the shipment. Logistic straps or cargo bars are used to secure the mattress cartons. Do not tighten the logistic strap so it creases the carton.

c) Loading Tips

- Always inspect each container prior to loading to ensure it is in good condition.
- Always place flat items at the rear and between tiers in the container. Never on the front.
- Do not load the container so full the sides or door bulge.

- Use a hammer to remove and replace the clamps on the door. There should be ten clamps on the door of the container — three on each side and two at the top and bottom.
- The last tier loaded in the container should be cartons or mattress cartons. King and queen mattress carton must be loaded along the side walls of the container because they are too large for the doorway of the container.
- Do not load one side or one end heavier than the other. If you do the container becomes very difficult to pick up and move. It could even cause personal injury.
- For an overseas shipment, small rugs and O/S items can be loaded into the containers. Rugs should not be bent to make them fit.

11. The ABC's of Checking HHG's into the Warehouse

A IS FOR APPLIANCES REFRIGERATORS:

Have glass shelves been packed? Are the bin drawers taped closed?

-Open the door, check for cracks in the lining. Peee-yewww! Document that mold and mildew.

Check doors and seals; are they damaged? Do doors close properly?

Is the kick plate attached? Check condition of ice maker water supply tube; is it damaged?

Are wheels or leveler legs damaged?

Did unit arrive with doors off? Document DBO or CD. Confirm hardware location. No note of hardware? Write it up short (SH).

WASHERS:

Check inventory for parts that may be in Utility carton.

Are all the knobs and buttons attached?

Look inside. Is the drum block there? Are the hoses there?

Is the washer completely drained of water?

Check the feet. Are they bent or rusted? Are they at their lowest position?

DRYERS:

Are all the knobs and buttons attached?

Look inside; is the vent tube there?

Is the lint filter there?

Check the feet. Are they bent or rusted? Are they at their lowest position?

Check inventory for parts that may be in Utility carton.

CORDS AND PLUGS:

Is the cord damaged in any way? Cut, frayed, or kinked?

Check the plug; is it cracked or bent?

GENERAL:

Check for cents or ripples in the metal. especially around bottom corners.

Checks for chips or scratches in the enamel paint.

If washers and dryers were stacked for transport. Check for dents on top and of control panels

B IS FOR BEDS AND BICYCLES

Did you receive all frame pieces listed on inventory? If piece count is not listed, document the number of pieces you received.

Are all the casters, wheels, or foot caps there?

Is there any hardware attached? If not, write it up!

Use the "RULE OF COMMON USAGE" to determine left and right when describing conditions for items such as head and foot boards. The RULE OF COMMON USAGE is defined under "F" for Furniture section for parts that may be in Utility carton.

Is mattress or box springs packed in a carton? In a bag? Or not at all?

Check inventory

BICYCLES:

If it came in disassembled, did you receive all tires, pedals, seats?

Are there brackets for accessories like water bottles, tool kits, or air pumps? Are these items there?

If handlebars were turned, were they loosened with tools or forced by hand? If forced, write up the steering stem as damaged.

Look for kinks, shiny spots or breaks in cables indicating fresh damage. Check inventory to see if parts are packed in Utility carton.

Inspect wheels. Are there any bent or missing spokes or damaged macs?

C IS FOR CARTONS AND CRIBS

CARTONS:

Did the carton check off the inventory? If did not or if you cannot find it, write it up SHORT (SH).

If a carton comes in with more than one tag, document both numbers. If a carton appears to be wet or has a chemical odor, open it. Remove non-allowable, repack rest of contents. Document carton number what you did and why.

If a carton comes in with no inventory tag, confirm with driver it belongs to shipment. Document it as an "OVERAGE". Remember, overages do not make up for shortages! Having "X" number of cartons over, does not make up for "X" cartons short.

You may want to document these cartons on a separate inventory and have driver sign it as the authorized agent. This provides proof of delivery for warehouse and final delivery to customer.

Crushed, open, or punctured cartons should be written up. If there is apparent damage (such as if the carton rattles), document it.

CRIBS:

Cribs consist of many pieces and parts; count them all!

If a piece (such as a side rail) comes in with no tag, document it as a coverage.

You're looking for these parts: head and foot boards, side rails, and springs or base board, springs and metal rods, the mattress, hardware, wheels.

Look for the parts bag or note that the hardware is in Utility carton. If you don't see write it up!

Check the inventory for any missing parts (packed in utility carton)

D IS FOR DRESSERS AND OTHER THINGS WITH DRAWERS DRESSERS:

Are the drawers properly aligned on their slides?

Are there any loose contents inside that need repacking?

Check that the rear center support leg is there. It is the one most commonly broken off in lifting.

Check the top for water rings or finish damage from cologne and perfume bottles.

Are top, or the legs loose from improper lifting?

Check inventory to see if parts were placed in drawer. If so, you may leave them. If you pack them, document the fact.

CHEST OF DRAWERS:

Are the drawers properly aligned on their slides?

Are there any loose contents inside that need repacking?

Check the top for water rings or finish damage from cologne and perfume bottles.

Are top, or the legs loose from improper lifting?

Check inventory to see if parts were placed in drawer. If so, you may leave them. If you pack them, document the fact.

DESKS:

Are the drawers properly aligned on their slides?

Are there any loose contents inside that need repacking?

Use "RULE OF COMMON USAGE" to determine left and right/front and back.

GENERAL:

Check to make sure all drawer pull hardware is there. Does it all match?

It has been common practice to place hardware in a drawer (usually top right),

though this is discouraged. If you find loose pieces this way, it's best to count them, place in parts bag, put tack in drawer, and note on inventory page and exception sheet what you did.

E IS FOR ELECTRONICS RED FLAG ITEMS:

Stereos, televisions, VCRs, compact disc players, computers, portable radios, speakers, amplifiers, sports equipment and memorabilia-- all these items are commonly pilfered and can be easily disposed of

"If these items routinely come up short, it is an indication of internal theft.

Check model, serial, and other identification numbers against inventory. Is brand indicated? If not, document on exception sheet.

COMPACT DISC PLAYERS:

If carton rattles, it is an indication of improper packing (such as someone leaving a disk in the unit and then packing.

Is there notation of where the remote control is? If not, write it up short.

VCR's, TV'S AND DVD PLAYERS:

Is there notation of where the remote control is? If not, write it up short.

NOTE:

if you detect these items are missing upon delivery, notify your supervisor, claims manager, and overage and shortage department immediately. *If you are unable to place shipment in storage immediately, keep these items away from doors and other walkways. Restrict foot traffic in area. Maintain visual contact with dock, or place items in inaccessible spot.

F IS FOR FURNITURE DESCRIPTIVE SYMBOL NOTATION:

Use the "shorthand" descriptive symbols located at the top of each inventory page or exception sheet to indicate existing damage to a piece.

Should these symbols not be adequate to describe the damage, write it out in your own words

RULE OF COMMON USAGE:

The rule of common usage means: In determining which is the left or right, front or back of an item, consider how you would use it.

EXAMPLE- You sit in a chair; your right would be its right. You sit at a desk; the front would be facing you, your left, its left. You lie in a bed, and so on.

THE MORE SPECIFIC INVENTORY "WINS":

For example—"A chair has a broken leg. (6-Br)" is not as specific as saying "A chair has a broken front leg (4-6-Br)", which is still not as specific as saying

"The chair has a broken left front leg (5-4-6-Br)."

These details are often vital in determining liability as adjusters work on claims. Documenting exceptions in detail will prevent your warehouse from being charged with unwarranted claims.

DON'T OVER DO IT:

Over-inventorying or putting down superfluous exceptions just to

"cover" yourself will destroy your credibility with drivers and claims adjusters.

Adjusters look for repetitious symbols and descriptions. A correctly written inventory should scan like a regular page of text.

G IS FOR GOLF BAGS AND GRANDFATHER CLOCKS

GOLF BAGS:

Like anything with multiple pieces, make sure you get them all if inventory description does not include a piece count, indicate how many you received on exception sheet.

If irons and woods are not of same brand, indicate that on exception sheets

Beware of "specialty or commemorative issue" golf bags.

Example: Michelob Classic or PGA Tour bags are going to be more expensive than the local discount store brands and may be irreplaceable.

GRANDFATHER CLOCKS:

These may be crated, in tri-wall containers, or shipped simply pad-wrapped. In all instances, make sure inventory indicates the whereabouts of the pendulum and weights. If whereabouts are not written down, write them up as short on exception sheet.

Is the clock serviced?

Where are weights, pendulum, and key (bath for pendulum case and winding key)?

Are these pieces packed? If they come in loose, make an exception and pack. The finish on these items can be tarnished by contact with the oils in human skin.

H IS FOR HARDWARE:

Often, claims result not from damage to a piece but from not being able to reassemble the piece because the hardware that holds it together is missing. Check inventory for notations on where hardware is located on any disassembled item coming into warehouse. If none, make exception.

If original inventory does not say D.B.O. (Disassembled By Owner), it should be written up as C.D. (Carrier Disassembled).

Are parts bags attached to disassembled piece?

Does the shipment include a "UTILITY CARTON"?

Are the "Utility carton" and the contents noted on inventory?

It may be easier to store some items disassembled; however "dry run" the pieces together to make sure you have them all.

NOTE:

In the past, it was a common practice to put hardware to a disassembled piece in a top drawer. Since not all furniture items have drawers and due to chance of hardware falling out during transport (think of upending dressers at tight corners or on stair landings), this practice has been abandoned.

It was also common to place hardware back in the piece (Example: Lag bolts back in the legs of a table, once the top has been removed). However, this has been determined to be the cause of damage to other pieces and should be abandoned in favor of parts bags or Utility cartons.

I IS FOR IRONING BOARDS AND MUSICAL INSTRUMENTS

IRONING BOARDS:

Check that all foot caps are there.

Check for bent legs.

Check cover; is it soiled? Burned? Stained? Torn?

Check mechanical condition of folding legs and fevers.

MUSICAL INSTRUMENTS:

If an instrument comes in without a case or unpacked, make exceptions as you would with any loose piece. Be especially mindful of the finish on metal instruments (such as horns).

If an instrument case comes in, confirm there is an instrument inside of it. If only the case is inventoried, do exceptions on it and the instrument.

If the description does not include brand or make, note that If instrument case contains other items beside instrument, make note of these on exception sheet.

J IS FOR JACUZZIS, HOT TUBS, AND SPAS BEFORE THEY ARE UNLOADED:

Check to see how driver has handled the hot tub.

Were items loaded inside of it?

Was it loaded on its side or on decking?

Make sure you have adequate space along the route you'll use to bring tub into warehouse.

If additional help is required to bring hot tub into warehouse, make sure driver knows he is still responsible, and you or your staff will be operating under his direction and authority. Should one of your warehouse crew cause damage this would cloud the issue of whose liability it would be.

CHECK FOR DAMAGE:

Check for cracks inside the tub and around the edges.

Check for cracks around any inlet flanges. In most cases, the PVC pipes are cut to move the unit. Any pressure put on the pipes sticking out will cause the fiberglass shell to break at the fitting.

Are the pump and motor still in their housings, or have they come loose?

If the tub has a wood frame or box covering it, inventory the wood as you would any other piece. Pay particular attention to the bottom edges for water damage ("wicking") or rotting.

ACCESSORIES:

'Did the unit come with accessories such as a thermal cover, thermometer or step ladder? "If they are not included on inventory, put them on exception sheet.

K IS FOR KEROSENE HEATERS

KEROSENE HEATERS:

As with any items that contain a combustible fuel. Make sure the tank is empty. Never place even a partially full tank in storage. This goes for the wick also; if it is saturated, remove it

OTHER ITEMS TO WATCH FOR:

Gas cans, oil drain pans, kerosene lamps, cooking lard containers, any cooking oils.

Motor-driven lawn tools such as lawn mowers, edger, string trimmers, chain saws.

Go-carts, golf-carts, mini-bikes.

Outdoor "deep fryer" units and other camping equipment.

L IS FOR LAMPS AND LADDERS

POLE LAMPS:

These items very often are left unpacked because of their unique shapes and sizes. They tend to be fragile, to have special finishes, and sometime to have multiple parts.

If a lamp comes in unpacked, document that on exception. If in pieces, count and document number you receive.

Check sockets for damage.

ART DECO LAMPS:

These tend to have multiple parts—a base, pole or poles, bells or shades, and a switch. Make sure all pieces arrive.

Sometimes they are made of ceramics. If unpacked, look for chips and cracks, especially on base.

If there are pieces and the number is not on inventory, list the number of pieces on exception sheet.

TORCHIERE TYPE LAMPS:

These have become very popular, spawning a host of cheap imitations that are very easily damaged. Check the halogen bulb, and cover for breakage.

Make sure the "bell" is not bent

Are the threads on the pole stripped?

Check the base for dents and scratches.



LADDERS:

Large or extension ladders are easy to overlook, because they are usually hauled in belly boxes separated from the main shipment inside the van.

Always ask driver to search if a ladder does not check off.

When releasing shipments, remember to check your oversized area or ladder rack for missing ladders.

M IS FOR MICROWAVES

MICROWAVES:

Check inside to make sure the glass tray has been packed.

Check the plug and cord for damage.

Look over metal casing for scratches and dents.

N IS FOR NO NUMBERS

NO NUMBERS ON ITEMS:

If items come into warehouse without inventory tags attached, all such items need to be stacked separately and noted on the exception sheet.

All these items should be noted as "overages."

Furniture items should be inventoried using the regular exception symbols.

Overage cartons should be described in as much detail as possible without assuming contents.

EXAMPLE: Just because the box once held a

VCR, do not assume a VCR is in it now.

Overages do not make up for shortages. EXAMPLE: You are 3 cartons short and 3 cartons over: they do not cancel each other out! Write 3 short and 3 over on exception.

NOTE: Many companies are documenting no numbered items on a separate inventory and having driver sign as authorized agent. Upon delivery, shipper confirms ownership of items belong to them and signs for receipt. This prevents claims for shortages later.

O IS FOR OVERSTUFFED

OVERSTUFFED:

Count the number of cushions arriving with it. If some are obviously missing, write an exception.

Check for wrinkled skirting, torn dust covers on bottom, and arm covers

Check legs; are they all there? Do they match? Are they loose?

Check arms for looseness

Check left and right side fabric for stretching after having been loaded on side, and then items loaded on top of it.

CHAIRS:

Count the number of cushions arriving with it. If some are obviously missing, write an exception. Check for wrinkled skirting, torn dust covers on bottom, and arm covers.

Check legs; are they all there? Do they match? Are they loose?

Check arms for looseness.

Check recliner operating handle for mechanical function and looseness.

LEATHER:

Never apply plastic film to leather furniture. It sweats and leaches the color away, and also may cause mildew.

GENERAL:

If the piece is delivered without Clear Guard or Safety Seal (protective film), indicate that on exception.

Even if the piece is covered, remove the film, inventory piece, and re-wrap it. This is because the last party to have the piece will be charged with the claim.

If the first party to handle the piece failed to do a thorough inventory and no exceptions were made at each transfer of custody in transport. This is the only way to be sure there is no additional damage. 'CU' (condition unknown) "DCI" (doesn't cut it)!

P IS FOR PIANOS

GRAND PIANOS:

The heaviest and most difficult to move and transport. Make sure you get all pieces including the lid, music rack, the lyre (pedal rods & assembly), legs, bench, and sometimes keyboard cover.

Make sure you get all associated hardware, including hinge pins, connecting rods (from lyre), screws and felt pads from music rack, metal brace for lyre (if any), and pedal rods.

Make sure the rod from the damper tray is seated properly (look inside piano just behind the keyboard.) If the rod is loose, write exception "damper tray rod unseated." This will prevent any liability for servicing being made against your warehouse.

'Do not just "TRADE" pads and piano board with delivering driver. Unwrap piano and check condition.

Inventory each piece separately, even if driver did not.

Take extra time; grand pianos are very expensive articles, and their finish is costly to repair.

Check the keys; are any "dead?" Is the finish damaged in any way?

UPRIGHTS:

Extremely popular at one time. Tend to be rugged in construction.

Most damage in moving will be to veneer (or finish) around bottom edges and corners, or to decorative mill work on legs and top.

On "PLAYER" types, check inside front lid that "works" are seated properly.

Check the keys; are any "dead?" Is the finish damaged in any way?

SPINETS:

Check front leas for looseness.

Most damage in moving will be to veneer (or finish) around bottom edges and corners, or to decorative mill work on leas and top.

Check the keys; are any "dead?" is the finish damaged in any way?

Q

IS FOR QUEEN-SIZED AND OTHER MATTRESSES

GENERAL:

Mattresses are large, hard to handle, and covered with fabric easily soiled.

If they are delivered unpacked, note any soiled or damaged areas by making an exception.

Check plastic or fabric pulls (handles) for tearing or shortage.

Even if not packed in carton at customer's request, it does not relieve you of responsibility to protect the mattress from further damage.

When mattresses are delivered to storage, make sure you get a complete set.

If you receive only a box spring, look for mattress on inventory. If you receive only mattress, try to confirm accompanying bed takes only mattress (such as a pedestal bed).

KING-SIZED:

King mattresses usually have two box springs. They are often mistaken for single size and put in a twin mattress carton, leaving the ends sticking out. *If this is the case, check for soiling.

WATERBED MATTRESSES:

To be moved correctly, a waterbed mattress should be completely drained and dried prior to transport. This is seldom done on time.

If a mattress comes in with any water in it, note that on exception. If stored for any length of time, the water will turn brackish and the inside will mildew.

Fiber-filled mattresses are easily destroyed if any amount of water is left them. The surface tension of the water on the fibers causes the fiber mat to "slosh" to one, end and will never go back in shape again.

R IS FOR RUGS

GENERAL:

Rugs should be rolled from the short end, with all edges even.

If rugs are received with a bend in the middle, make an exception.

If inventory does not have an adequate description, it will be necessary to unroll, inspect, and re-roll rug.

Most large rugs require a pad. Rug and pad should be rolled separately. If they are not, write up rug as soiled from pad.

S IS FOR SEWING MACHINES AND CABINETS

SEWING MACHINES:

Sewing machine heads must be removed from cabinets and packed. If they are not, make note on exception.

Sewing machine carrying cases have notoriously weak latches and handles.

Remember that the wise old mover says "Handles are for decoration."

Always check the hinged lids of sewing cabinets which are easily "sprung" from falling open.

T IS FOR TELEVISIONS

GENERAL:

Commonly pilfered item. Check that all televisions check off inventory. Keep them away from exits and dock doors.

Make sure control panel cover door is attached.

Check model, serial, and other identification numbers against inventory. Is brand indicated?

Is there notation of where the remote control is? If not, write it up short.

Check plastic housing for cracks or other damage.

Listen for any loose components. If you hear rattling, write exception.

U IS FOR PATIO UMBRELLAS

GENERAL:

Check that all pieces are received, including poles, base, crank handle, umbrella itself.

Check ribs for bending, and top piece for breakage

V IS FOR VACUUM CLEANERS

GENERAL:

Usually the last item the customer wants loaded, often forgotten by drivers even though inventoried previously.

Check that all attachments are accounted for.

Check cord and plug for damage.

Check plastic housing for cracks.

W IS FOR WATERBEDS

GENERAL:

Waterbeds consist of many pieces and parts; count them all!

If a piece (such as a side rail) comes in with no tag, document it as a coverage.

Pieces to look for: headboard, side boards, end boards, pedestal frame, supports, platform boards, plastic or metal corner connectors, heater, thermostat, drawer units.

Look for the parts bag or note that the hardware is in Utility carton. If you don't see either, write it up

X IS FOR EXERCISE EQUIPMENT AND EXCEPTION SHEETS

EXERCISE EQUIPMENT:

Check for all pieces.

Count number of loose pieces (weight plates, etc.).

Check that all end caps and foot caps are in place.

Many come with electronic monitoring devices. Are they attached?

Check the enamel or painted finish for scratches or dents.

EXCEPTION SHEETS:

Try to get a copy of delivering driver's exception sheets if picked up from another warehouse. Take photocopy. Information may be useful.

Use exception sheets at each "Transfer of Custody. (EXAMPLES: Local crew to warehouse, van to van, driver delivers to warehouse, warehouse releases to driver.) Creates paper trail that helps pinpoint problem areas.

Y AND Z

WHY?

By catching existing damage as shipments are delivered to the warehouse, you become your company's first line of defense against unwarranted claims. You are increasing profitability by reducing overhead and claims experience.

ZERO!

Think ZERO claims! Don't let existing damage or missing items get past you!

WAREHOUSE QUALITY CONTROL CHECKLIST

WAREHOUSE QUALITY CONTROL CHECKLIST

12. Quality Control Check List

1. RECEIVING S.I.T.

1a. Bill of Lading (B/L)

- Has driver signed and completed his entries on B/L?
- Does B/L indicate shipment was G-11 or C.P.U.? If yes, ask driver for copy of his exceptions against origin warehouse.
- Has the warehouse representative signed for receipt of S.I.T., indicated warehouse location, and dated B/L?

1b. Weight Tickets

- Have you received a copy of the weight tickets?

1c. Inventories

- Are headings (name, addressed, tag lot number, tag color, etc.) completed?
- Is the inventory signed by the driver and the shipper?
- Do you have all pages?
- Are there any special instructions or notes on inventory? Example: "Early out" or "Hold for apartment"
- Are all voided tags initialed by shipper? If not, make a notation on the Exception Sheet.
- Are all inventory lines filled in and all items accounted for?
- Are there discrepancies between the items listed on the inventory and

the types of items you are seeing delivered?

- Did all items check off the inventory in the "warehouse check" column? Any items that are not accounted for should be listed as "short" on the Exception Sheet.
- Have you requested a copy of the High Value Inventory from the driver?
- If a vehicle is part of the shipment, have you received a copy of the vehicle inventory?
- Were items received that were not listed on the inventory, or without tags?
- Have you listed these items as "overages" on the Exception Sheet?
- Have you listed these items on a new inventory sheet and had delivering driver sign it, confirming the items belong in this shipment?

2. RELEASING S.I.T.

- Have goods been made available for the driver to load?
- Are there any loose items to accompany shipment? Overstuffed on racks, extension ladders, or oversized pieces stored separately in warehouse?

- Has driver checked off the inventory?
- If driver does not, have you checked off inventory?
- Has driver been instructed to show you damage for which he/she will take exceptions?
- Has driver been informed you will not sign for any damage noted on an item that was loaded prior to your viewing?
- Was someone present at each “transfer of custody” of shipper’s goods to protect the company’s interests?
- Have copies of all paperwork been retained?

3. SPECIFIC CONCERNS

3a. Internal Record Keeping

- Have numbers for all vaults used in palletizing the shipment been recorded?
- Has a notation of the location of any oversized, upholstered, or loose items not stored inside the vault been made?
- Has a tag indicating the shipper’s name and order number been attached to each vault and loose piece?
- Has file been noted indicating when S.I.T. periods ends and shipment converts to perm storage?
- Has a backup copy of these records been made and filed in a separate location?

3b. Upholstered Items

- Is the item covered in shrink wrap?
- If not, have exceptions been made?
- If covered, has the shrink wrap been removed to check for hidden damage?
- After making exceptions, has the item been rewrapped?
- Did leather, vinyl, or crushed velvet pieces arrive shrink wrapped? If so, make an exception and remove the shrink wrap. These pieces should not be shrink wrapped.

3d. Hardware and Accessories

- Did the shipment include a “Utility Carton” for hardware and small items?
- If not, did you make an exception to the fact?
- Have any loose hardware or accessory pieces been found as shipment was unloaded?
- If so, have they been listed on Exception Sheet as “overages” and placed in a “Utility Carton”

3e. Unpacked – Improperly Packed Items

- If any cartons were received in damaged conditions, were they noted as such on the Exception Sheet?
- If cartons were received wet, or had a chemical smell, were they opened for inspection and then

properly repacked and tagged in another carton?

- Did you note the original carton number and why it was opened and repacked on the Exception Sheet?
- If you received an item that could be damaged or lost if not placed in a container of some kind, have you packed, tagged, and recorded it properly on the Exception Sheet?
- You may be able to receive payment for the packing. Have you filled out the necessary paperwork?

3f. Shortage

- Did this shipment have any shortages?
- Did you attempt to locate the shortage by searching for inventory tags on items still on the warehouse floor?
- Do any cartons have more than one tag?
- Did you inform your company's claims representative?
- Are shortages noted on the Exception Sheet?
- Have you reviewed your internal records for any piece(s) that may be stored outside the vault in a separate area of the warehouse?

3g. Permanent Storage, considerations

- If perm storage at origin, has customer made arrangements to

be present or designated an authorized representative to release shipment from warehouse?

- Do you have a method to be sure S.I.T. conversion letter goes out?
- Have various protection options been explained to the customer?
- Did you get the customer's coverage selection and signature on a Warehouse Receipt?
- If perm storage at destination, do you have billing address and value declaration?

1. AT THE WAREHOUSE

- Are all members of the crew in uniform?
- Has a pre-trip inspection been completed on the pack van?
- Are you sure you have adequate quantities of packing materials to finish the job?
- Are there any special instructions?
- Are any special supply of blank forms?
 - Inventory Forms?
 - High Value Inventory Forms?
 - Accessorial Forms?
- Is there a sufficient supply of inventory tags for each job (minimum 3 rolls, different colors)?
- Have directions to the residence been reviewed?
- Are there enough black or blue markers (minimum 1 per packer + 2 extra)?

- Do you have rug runners and padding to protect the residence?

2. ARRIVAL AT CUSTOMER'S RESIDENCE

2a. Upon Arrival

- Did the lead packer introduce crew and himself/herself to the customer?
- Did you conduct a tour of the home with the customer and crew?
- Are you aware of the items not to be packed?
- Was the customer asked if he/she had any questions or concerns?

2b. Crew Leader

- Did you explain the labeling and inventorying procedures to the customer?
- Did you discuss with the customer any special instructions he/she may have?
- Did you ask the customer for the completed High Value Inventory Form?
- Did you ask the customer if he/she has the original boxes for special items (if any)?

2c. Crew

- Were rug runners and padding properly used to protect the residence?
- Were sufficient packing materials brought in to begin work?

- Were work stations set up?
- Has an area of the house been designated for items that are not to be packed?

3. PACKING THE RESIDENCE

- Did you bring into the residence only packing materials sufficient for the job to prevent clutter?
- Has the crew been assigned work according to their skill?
- Is damage being documented on the Descriptive Inventory or a Packing Exceptions Sheet?
- Was each room packed to completion?
- Was each carton properly labeled (i.e., order number, customer name, room contents, etc.)?
- Were make, model number, and serial number of electronic items recorded on the Descriptive Inventory?
- Has any debris been cleaned up and removed as go?
-

Did you Contact your company's Operations Department in the event:

- The actual packing is going under/over the estimate?
- The third-party service company has not arrived at scheduled time?
- Any items need special attention (example: crating needs, more help to lift or crate safely)?

4. WRAP UP

- Have all supplies, materials, and debris been removed?
- Have rug runners and pads been removed from the residence?
- Have all drawers, cabinets, and closets been checked?
- Has the customer completed the final walk-through to make sure everything is packed?

5. PAPERWORK

5a. Inventory Form

- Have all pages been numbered and totaled?
- Are all headings complete?
- Is each inventory line accounted for?
- Are all carton types listed?
- Are all carton contents listed?
- Are the packer's initials included?
- Has all paperwork been signed/dates by crew leader?
- Have all inventory forms been cross-referenced with High-Value Inventory Forms?
- Has all paperwork been signed/dated by customer?
- Has customer received copies?

5b. High value Inventory Form

- Has customer completed the form?
- Have inventory tag numbers been listed on the High Value Inventory Form?
- Have customer and lead packer both signed form?

- If customer is releasing shipment at 60 cents per pound per article, did the customer declare "not applicable" on the High Value Inventory Form?

- Has customer received copies?

6. RETURN TO THE WAREHOUSE

- Does dispatch need to be advised of any changes?
- Did mattress cartons need to be packed?
- Were the directions to the home correct – so the van operator can utilize?
- Were third party services required?
- Was all paperwork turned in to dispatch?
 - Packer Inventory Forms?
 - High Value Inventory Forms?
 - Accessorial Forms?
- Was the vehicle inspected and the fuel tank topped off?
- Were the vehicle keys turned in?

1. PRE-LOADING

- Call shipper 24 hours in advance of loading (unless contract specifies otherwise.)
- Make arrangements for labor at origin at least 24 hours in advance.
- Arrive at origin agency to pick up labor, paperwork, and any special instructions or packing materials needed for the job.

- Make sure you have the following:
 - Extra copies of Inventory Forms, High Value Inventory Forms. And Accessorial Forms.
 - Inventory tags
 - Directions to residence
 - Tools for disassembly
 - Rug runners and pads to protect the residence
- Get light weight.

2. ARRIVAL AT SHIPPER'S ORIGIN RESIDENCE

- Be in uniform... includes entire loading crew.
- Meet customer and introduce loading crew.
- Discuss any special needs or concerns with the customer.
- Cover all heavy traffic floor areas, bannisters, and door frames.
- Ask the customer for a copy of his/her High Value Inventory.
- Tour the residence and ask customer to identify all items moving, any items to be excluded, and all high value articles as listed on the High Value Inventory.
- Have customer complete front of envelope holding moving documents
- Confirm delivery address and all possible contact phone numbers.
- Confirm an additional contact person, besides the customer,

through which to contact the customer.

- Ask customer to complete the released rate valuation selection on the Bill of Lading and sign the valuation section of the Bill of Lading
- If customer is unsure about released rate valuation options, contact the sales representative via phone to explain valuation options to customer.
- If customer is unsure of the contract, get the sales representative on the phone to explain contract valuation options.
- Make sure the customer signs the Extraordinary (Unusual) Value Article Declaration on the Bill of Lading.
- If no High Value Inventory Form was included with paperwork, call sales representative to make sure the procedure was explained to the customer, and provide a blank form to the customer for completion.
- If customer does not have any high value articles, have the customer write "NONE" on the High Value Inventory Form.
- If customer is releasing shipment at 60 cents per pound per article, have the customer write "**60 cents per pound, high value does not apply,**" on the High Value Inventory Form.

- Explain inventory procedures to the customer (i.e., inventory tags and condition at origin).
- Discuss non-allowable with the customer.
- Inventory complete shipment and obtain customer's signature and date on every page of the inventory.
- Check packing inventory to confirm all carton's/crates are accounted for.
- Complete all headings on inventory forms.
- Make sure every item has an inventory tag number.
- Make sure appliance have been properly serviced.
- Disassembled all items for transportation, place parts in parts bags, and label bags to identify contents.
- Keep parts bags with the disassembled item. If parts bags, and label bags to identify contents.
- Keep parts bags with the disassembled item. If parts bag cannot remain with item, place in "Utility Carton," and label the carton to identify its contents.
- Plastic wrap all overstuffed items except leather, vinyl or crushed velvet pieces.
- Use pads/skins on all furniture items.
- Place a skin (cloth side down) between the furniture item and

the pad to prevent pad marks on waxed items (i.e., pianos, etc.)

- Use mattress cartons for all mattresses to prevent soiling.

3. COMPLETION OF LOADING

- Do a walk-through of the residence, garage, basement, patio, etc., with the customer to ensure all items intended to go have been loaded onto the van.
- Be sure all "in-van" equipment has been picked up and loaded.
- Doubled- check paperwork to ensure it has been properly completed and signed.
- Thank the customer, and ask if there are any final questions or concerns.
- Get papers rated and obtain heavy weight.

4. PRE-DELIVERY

- Make arrangements for labor at destination at least 24 hours in advance.
- Call customer 24 hours before delivery.

5. ARRIVAL AT SHIPPER'S DESTINATION RESIDENCE

- Be in uniform... includes entire unloading crew.
- Introduce unloading crew.
- Discuss any concerns or special needs.
- Cover all heavy traffic floor areas, bannisters, and door frames.

- Provide customer with copies of all inventories (including Inventory Control Form.)
- Explain check-off process and allow customers adequate time to check off each item.
- Explain the “Exception at Destination” column of the Descriptive Inventory and advise customer he/she must note any change in condition or missing item.
- Open all cartons containing high value items, and present all high value items to the customer.
- Have customer acknowledge receipt of all high value items by signing the High Value Inventory Form.
- Reassemble all items disassembled at origin.
- Unpack mattress cartons and set up beds.
- Ask customers if all items are properly placed in the home.
- If any items did not check off as delivered, double-check the residence and van before leaving the residence.
- Immediately report any overages or shortages to your company’s operations or claims representative.
- Obtain signature(s) on each page of the Descriptive Inventory, the Bill of Lading, the High Value Inventory, and inventory Control Form (if used).
- Remove all floor, bannister, and door frame protective coverings.
- Thank the customer for choosing to move with your company.