



# **HERCULES JOB START & COMPLETION PROTOCOL**

**How Every Job Begins • How Every Job Ends**

**Official Operations Standard – Hercules Division**

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## **1. Purpose of This Protocol**

This document defines **exactly how every job must begin and how every job must end.**

Its purpose is to:

- Create strong first impressions
- Prevent damage and disputes
- Ensure consistency across all crews
- Protect movers, clients, and the company

The first 10 minutes and the last 10 minutes decide the outcome of the job.

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## **2. Core Principle**

**Protect first. Move second. Confirm last.**

No exceptions.

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## **3. JOB START PROTOCOL (First 10 Minutes)**

The job is not “started” when the truck arrives.

The job starts **after preparation is complete.**



## **Step 1: Arrival & Presence**

- Park legally and safely
- Crew exits truck together
- Professional posture and calm demeanor
- Greet client respectfully

No rushing. No unloading yet.

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## **Step 2: Walkthrough & Confirmation**

Before moving anything:

- Walk through pickup location with the client
- Confirm what is being moved
- Identify fragile, heavy, or high-risk items
- Identify stairs, tight turns, elevators, or obstacles

If something is unclear → **pause and escalate to Hermes.**

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## **Step 3: Pathway Planning**

Crew identifies:

- Primary moving path
- Secondary paths if needed
- Tight points (corners, doors, stairs)

Plan before lifting.

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## Step 4: Floor & Home Protection

Before moving a single item:

- Lay floor runners in all high-traffic areas
- Protect stairs, corners, door frames if required
- Ensure clean footwear or shoe covers

If protection cannot be installed → **STOP and escalate.**

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## Step 5: Hermes Check-In

Once setup is complete:

- Notify Hermes that the job is ready to proceed
  - Confirm no scope or access issues
  - Begin execution only after confirmation
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## 4. JOB COMPLETION PROTOCOL (Last 10 Minutes)

The job is not finished when the truck is empty.

The job is finished when **everything is confirmed and documented.**

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### Step 1: Final Placement Check

- Confirm all items are placed as requested
  - No rushed drops or assumptions
  - Ask before repositioning items
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## **Step 2: Damage Check**

- Visually inspect moved items and pathways
  - If damage is noticed or suspected → **STOP and notify Hermes**
  - Do not attempt unauthorized fixes
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## **Step 3: Protection Removal**

- Remove floor runners and covers carefully
  - Ensure floors and paths are clean
  - Leave the space tidy
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## **Step 4: Client Walkthrough**

- Walk the client through completed work
- Confirm satisfaction
- Address questions calmly

Do not argue.

Escalate concerns to Hermes if needed.

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## **Step 5: Documentation & App Completion**

Before leaving:

- Complete Crew App updates
- Note delays, issues, or deviations



- Confirm job completion with Hermes

No documentation = incomplete job.

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## **5. Review & Handoff (When Applicable)**

If instructed:

- Politely remind the client about leaving a review
  - Do not pressure or argue
  - Follow Hermes instructions exactly
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## **6. Non-Negotiable Rules**

Hercules movers may NOT:

- Skip setup to “save time”
- Start lifting before protection is down
- Leave without final confirmation
- Ignore documentation

Shortcuts create claims.

Discipline prevents them.

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## **7. Accountability**

Failure to follow this protocol may impact:

- Rank



- Pay progression
- Job priority
- Continued placement on crews

Consistent execution leads to advancement.

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## **8. Final Standard**

**Every job starts the same.**

**Every job ends the same.**

Consistency creates trust.

Trust builds reputation.

Hercules delivers execution.