Kratos Moving Inc.

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.

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**.

Step 3: Pathway Planning

Crew identifies:

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

Plan before lifting.

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**.

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**.

Step 1: Final Placement Check

- Confirm all items are placed as requested
- No rushed drops or assumptions
- Ask before repositioning items

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

Step 3: Protection Removal

- Remove floor runners and covers carefully
- Ensure floors and paths are clean
- Leave the space tidy

Step 4: Client Walkthrough

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

Do not argue.
Escalate concerns to Hermes if needed.

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.