Kratos Moving Inc.

THE HERCULES MANUAL

Kratos Moving Inc. — Official Operations Standard for Movers & Drivers

Elite Performance • Discipline • Precision • Strength

---

1. Introduction: The Role of a Hercules Mover

A **Hercules Mover** is not just a laborer.
You are the **frontline operator** of Kratos Moving Inc. — the individual the customer sees, trusts, and remembers.

You are entrusted with:

- People's homes
- Their belongings
- Their safety
- The company's reputation

A Hercules Mover:

- Protects the client's home and belongings at all times
- Delivers professional, 5-star service without exception
- Executes every move with strength, control, and precision
- Upholds the Kratos brand on and off the job site
- Operates with discipline, respect, and accountability

You are the reason customers say:

> **"Kratos — Done As Promised."**

2. Core Principles of a Hercules

1. Strength With Skill — Never Ego

Raw strength without control causes damage and injury.
Every lift must be **calculated, safe, and intentional**.

2. Discipline

A Hercules arrives:

- On time
- In uniform
- With equipment ready
- Mentally prepared

Discipline is visible before the first item is lifted.

3. Respect

Respect:

- The client
- The property
- Your teammates
- Company equipment

Respect is shown through actions, not words.

4. Ownership

Mistakes are reported immediately.
Hiding issues destroys trust and careers.

5. Precision

Every wrap, lift, carry, load, and placement must be deliberate.
Sloppiness is unacceptable.

---

3. Appearance & Presentation

Mandatory Uniform

- Official **Kratos jersey or hoodie**
- **Black athletic or work pants**
- **Steel-toe or protective work shoes**
- **Work gloves** (strongly recommended)

Uniform must be **clean, visible, and professional**.

Personal Conduct Standards

- No smoking or vaping in front of clients
- No profanity, slang, or unprofessional language
- No sitting or resting on client furniture
- Maintain a calm, respectful demeanor at all times

You represent Kratos **from arrival until departure — including outside the property**.

---

4. Arrival Standards

Arrival Discipline

- Arrive **minimum 5 minutes early**

- Call the client **exactly 1 hour before arrival**
- Confirm:
    - Parking
    - Stairs
    - Elevator access
    - Building restrictions

Site Assessment

Before touching anything:

- Walk the property as a team
- Identify:
    - Routes
    - Risks
    - Tight turns
    - Obstacles
    - Protection needs

No item is moved before assessment is complete.

---

5. The Kratos Hercules Command Kit

Every crew must carry a **complete Hercules Command Kit** at all times.
This is **mandatory equipment**, not optional tools.

Includes (Minimum Standard)

- Moving blankets
- Shrink wrap rolls
- Mover's tape
- Ratchet & appliance straps
- Floor runners
- Door and wall protectors
- Heavy-duty gloves
- Drill + full bit set
- Allen keys & screwdrivers
- Standard moving dolly
- Specialty equipment (piano skid, TV box) when required

If **anything is missing or damaged → report immediately**.
No improvisation. No exceptions.

---

6. Pre-Move Procedures

1. Pre-Move Photos (MANDATORY)

Inside SmartMoving → **Pre-Move Photos**
Upload photos of:

- Major furniture
- Fragile/high-value items
- TVs, glass, mirrors, art
- Existing damage

- Hallways, elevators, doors

This protects **you and the company**.

2. Inventory Confirmation

Verify the actual items match the listed inventory.
Do not assume. Do not skip.

3. Space & Risk Assessment

Confirm:

- Parking access
- Loading routes
- Stairs and elevators
- Obstructions and hazards

4. Role Assignment

Before lifting:

- Lead Hercules
- Secondary Hercules
- Driver
- Safety checker

Everyone must know their role.

---

7. Wrapping Standards — The Hercules Gold Standard

Nothing leaves the home unwrapped.

Mandatory Wrap Items

- All wood furniture
- All glass
- All TVs
- Dressers, tables, chairs, nightstands
- Mirrors, art, fragile items
- Any scratch-prone surface

Technique

- Blanket first → tight shrink wrap
- No exposed corners
- No loose wrapping
- Protect legs, drawers, handles
- Tape **only on shrink wrap**, never on furniture

---

8. Lifting & Carrying Standards

Proper Technique

- Bend knees, straight back
- Use legs, not back
- Communicate before every lift
- Count together: **“1-2-3 UP”**

Standard Commands

- Up
- Down
- Pivot
- Clear
- Slow

Silence causes injuries. Communication is mandatory.

Hallways & Stairs

- Slow, controlled movement
- Lead mover dictates motion
- Protect walls and corners
- **Never drag items**

---

9. Truck Loading Procedures

Truck loading reflects Hercules skill and discipline.

Core Rules

- Heavy items first
- Tall items against truck walls
- Fragile items isolated and protected
- Tight stacking, no gaps
- **Everything strapped**

Must Be Strapped

- Mattresses
- Sofas
- Appliances
- Wardrobes
- Heavy boxes
- Upright furniture

A loose load is unacceptable.

---

10. Post-Move Procedures

Post-Move Photos

Inside SmartMoving → **Post-Move Photos**
Capture:

- Delivered items
- Any visible issues
- Pre-existing damage
- Home condition

Client Walkthrough

- Confirm delivery
- Confirm placement
- Ask:

  “Is there anything else we can help with before we go?”

Close Professionally

Thank the client and leave the site clean.

---

11. Customer Experience Standards

A Kratos customer must feel:

- Safe
- Respected
- Informed
- Valued

Communication Rules

- Calm, confident, respectful
- Never argue
- Never blame
- Never speculate

If unsure → **contact Operations immediately**.

---

12. Problem Management

If Damage Occurs

- Stop work

- Notify Ops immediately
- Take multiple photos
- Document location and time
- Never hide or minimize

Integrity protects careers.

If Client Has Concerns

- Listen
- Stay calm
- Document
- Escalate to Ops

---

13. Professional Conduct

Zero-Tolerance Violations

- Theft
- Dishonesty
- Disrespect
- Profanity
- Arguing with clients
- Posting customer property online

Mandatory Always

- Professionalism
- Discipline
- Respect
- Punctuality
- Clear communication

---

14. Ranking System Expectations

Hercules ranks progress through performance:

- **C-Tier** — New mover
- **B-Tier** — Developing
- **A-Tier** — Consistent & strong
- **S-Tier** — Elite Hercules

Rank affects:

- Pay
- Job priority
- Bonuses
- Recognition (Hercules Champion, Apollo Reward, Artemis Award, Zeus Triumph)

---

15. Goals of Every Hercules Mover

- 5-star reviews

- Zero preventable damage
- On-time arrival
- Perfect wrapping
- Clean presentation
- Professional attitude

Every job. Every time.

---

16. Final Statement

Being a Hercules Mover is a **privilege**, not a right.

You are the foundation of Kratos Moving — the operators who turn promises into results.

Every move.
Every customer.
Every shift.

Done As Promised.