



William H.H. Johnson Moving and Storage Employee Handbook

Welcome to the WHHJ team! We're excited to have you as part of our family. This handbook outlines important information about your employment with us, including your rights, responsibilities, and expectations. Please take the time to read through this document, as it will serve as a valuable resource throughout your time with William H.H. Johnson Moving and Storage.

1. Company Mission and Values

William H.H. Johnson Moving and Storage is a family-owned moving company that has been in business since 1974, providing high-quality residential and commercial moving services throughout Frankfort and the surrounding areas. Our mission is to offer dependable, efficient, and affordable moving solutions, ensuring our customers' belongings are handled with care.

Mission Statement: Founded in 1974, William H.H. Johnson Moving and Storage has built a legacy of trust and reliability in the moving industry. Our mission is to provide seamless, efficient, and secure moving and storage solutions, always with the customer's needs at the heart of everything we do. With nearly 50 years of experience, we are committed to delivering exceptional customer service, ensuring the safe transport and care of your belongings, offering flexible storage options, and making your experience as smooth and stress-free as possible. Guided by integrity, professionalism, and a focus on customer satisfaction, we strive to exceed expectations and build long-lasting relationships with every client.

Vision Statement: At William H.H. Johnson Moving and Storage, it is our vision to be the most trusted and innovative moving and storage solution, making every transition seamless and stress-free for our customers, while leading the industry in sustainability, reliability, and customer satisfaction.

2. Employment Policies

Equal Employment Opportunity

William H.H. Johnson Moving and Storage is an equal opportunity employer. We hire based on qualifications, skills, and performance without regard to race, color, religion, sex, national origin, age, disability, or any other protected category.

Employment Classification

Employees are classified as full-time, part-time, temporary, or seasonal. Pay varies based on classification, and employee qualifications.

Work Hours and Schedule

Our standard workweek is 30-50 hours, and shifts may vary depending on workload and client needs. Overtime may be required, and you will be compensated at the appropriate rate.

Attendance and Punctuality

Timeliness is crucial in our line of work. If you are going to be late or absent, notify your supervisor as soon as possible. Consistent attendance and punctuality is important for maintaining smooth operations.

*It should be noted that company policy states that

3. Safety Policies

Proper Lifting Techniques

To avoid injury, always follow safe lifting practices:

- Lift with your legs, not your back.
- Ask for assistance when handling heavy or bulky items.
- Use lifting equipment where available (e.g., dollies, straps).

Vehicle and Equipment Safety

Ensure that all vehicles and equipment are inspected before use. Report any malfunctions immediately to your supervisor. Only authorized employees should operate company vehicles or machinery.

Accident Reporting

If an accident or injury occurs, report it to your supervisor immediately, regardless of how minor it may seem. An incident report must be completed as soon as possible.

4. Job Responsibilities

Moving Procedures

- Arrive on time for scheduled jobs.
- Handle client property with care.
- Wrap, load, and secure items in a manner that ensures they are transported safely (being mindful of stacking when loading).
- Proper amount of boxes when moves include a pack job
- Ensure proper equipment for the job

-Please note that every truck has 2 floor runners, approximately 80 pads, boxes and tape (as needed), 2 flat dollies (one small, one large), approximately 30 ropes, tool box, shrink wrap (as needed), packing paper (as needed) at all times.

- Use proper moving equipment at all times that is specific to each move.
- Communicate with the customer to understand specific needs and expectations.

Customer Service

You are the face of William H.H. Johnson Moving and Storage in the field. Always remain professional, courteous, and respectful to clients. If issues arise, communicate them to your supervisor promptly for resolution.

5. Compensation and Benefits

Pay Structure

Employees are paid on a weekly basis ranging from Saturday to Sunday. Pay rates will be discussed during your onboarding. Overtime pay applies to hours worked beyond 40 hours per week and will also be applied on all Sunday moves.

6. Code of Conduct

Professionalism

We expect all employees to maintain a professional attitude in both their conduct and appearance. This includes dressing appropriately for the job, being respectful of others, and maintaining a positive attitude even under stressful situations.

Uniforms

Company attire is required during all moves; this involves seasonal garments (3 t-shirts during the warm months, 3 long sleeve t-shirts and 1 sweatshirt during the cold months). It is also required that employees wear khaki pants and/or shorts which will be provided by the employee themselves.

Teamwork

Success at William H.H. Johnson Moving and Storage depends on our ability to work as a team. Cooperation, communication, and mutual respect are essential.

Substance Abuse

William H.H. Johnson Moving and Storage has a zero-tolerance policy for the use of alcohol or drugs while on duty. Employees under the influence of alcohol or drugs will be subject to disciplinary action, up to and including termination.

Confidentiality

Employees must maintain the confidentiality of all client and company information. This includes details of moves, storage agreements, and business operations.

7. Discipline and Termination

We value each employee, but there are times when behavior, performance, or conduct may not meet company expectations. William H.H. Johnson Moving and Storage has a progressive discipline policy that may include verbal warnings, written warnings, and suspension, depending on the severity of the issue. Serious or repeated violations may result in termination.

8. Employee Acknowledgment

I acknowledge that I have received a copy of the William H.H. Johnson Moving and Storage Employee Handbook. I understand the contents of this handbook and agree to abide by the policies and guidelines outlined within it.

Employee Signature: _____

Date: _____