



M & N Movers Ltd.

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New Employee Training Manual

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Welcome to M&N Movers

We are delighted to welcome you to the M&N Movers family! As a valued member of our team, you will play an important role in upholding the high standards of service our customers expect. This manual is designed to provide you with clear, professional guidance on our values, operational procedures, and best practices. We encourage you to read this manual carefully and refer to it often to ensure your success and safety on the job.

About US

M&N Movers was founded in October 2023, with a simple yet powerful purpose: to make moving easy, stress-free, and safe for our clients. Over time, we have grown from a small team of two to a trusted moving company serving homes and businesses across the region. Our team today includes 20 to 25 skilled employees who contribute to our reputation for reliability, professionalism, and a customer-first attitude.

We specialize in residential moves, office relocations, packing services, and secure transport of valuable items. Our team is trained in the latest techniques and uses high-quality equipment to ensure every move is efficient and damage-free.

At M&N Movers, we are proud to foster a workplace where every employee feels valued and supported. We believe that by investing in our people and maintaining high standards, we can deliver outstanding results for our clients every time.

Our Mission and Values

At M&N Movers, our mission is to deliver dependable, high-quality moving services with a personal touch. We pride ourselves on making every move as stress-free and efficient as possible. Our core values include:

Integrity: We act honestly and ethically in everything we do.

Respect: We treat our customers and coworkers with courtesy and consideration.

Excellence: We strive for the highest standards in service, safety, and professionalism.

Code of Conduct

As representatives of M&N Movers, all employees are expected to maintain the following standards:

Punctuality: Arrive on time and ready to work for every shift.

Appearance: Wear the official company uniform and maintain a clean, professional appearance.

Respect: Interact with clients and team members in a courteous and respectful manner.

Compliance: Follow all safety rules and company policies without exception.

No Gadgets: Mobile phones should only be used during breaks or for work-related communication.

Confidentiality: Respect the privacy of our clients and handle their property with care.

Dress Code and Appearance

- Uniform is mandatory and provided by the company.
- Steel-toe boots must be worn on all job sites.
- Keep uniform clean and presentable for every shift.
- Avoid wearing excessive jewelry.
- Maintain good personal hygiene due to close interaction with customers.

Job Roles and Responsibilities

Packers/Movers

- Pack/unpack customer belongings using proper materials and techniques (*see "Packing and Labeling Standards" on page 4*).
- Label boxes accurately with content and destination room (e.g., "Kitchen – Plates").
- Load/unload items from trucks carefully to prevent damage.
- Disassemble/reassemble furniture as required.

- Use moving equipments (dollies, straps, sliders) properly to assist with heavy or bulky items.
- Use protective equipments (gloves, steel-toe boots) while handling goods.
- Keep trucks and work area clean.
- Report any damages or incidents immediately to the team lead.
- Follow safe lifting and carrying techniques: bend knees, straight back, lift with legs, keep load close, avoid twisting, team lift over 50 lbs (*see "Lifting and Carrying" on page 5*).
- Inspect equipment and report any damage at the end of every shift.
- Communicate politely with customers and assist in resolving minor concerns.
- Support truck organization for safe transport.
- Follow team lead instructions.

Drivers

- Operate moving trucks safely, following traffic laws.
- Conduct pre- and post-trip vehicle inspections and report any issues to the team lead.
- Keep the vehicle clean and operational.
- Assist with moving tasks when needed.
- Keep delivery timelines and communicate any delays to the team lead.
- In case of accidents, follow Emergency Procedure (*see "Emergency Procedure" on page 10*).

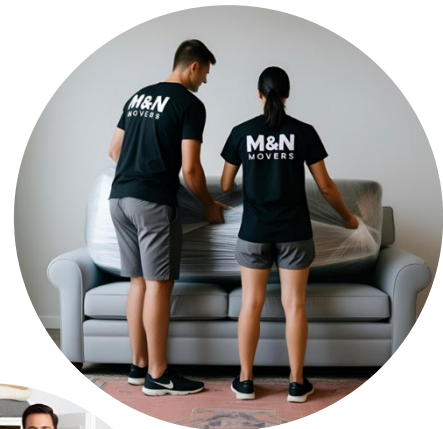
Team Leads

- Supervise and coordinate the activities of the moving crew.
- Conduct walk-throughs before and after the move.

- Assign tasks to team members based on job requirements.
- Ensure all safety procedures and company policies are followed.
- Address customer concerns and escalate unresolved issues.
- Complete job reports and incident forms as needed.
- Provide coaching and support to team members on site.
- Ensure job completion checklists are followed and paperwork is properly submitted.

Packing and Labeling Standards

- Safely pack household or office items using boxes, shrink wrap, bubble wrap, blankets, mattress covers, TV boxes, wardrobe boxes.
- Use moving pads, bubble wrap and tape to securely protect furniture and fragile items. Mark boxes as "Fragile."
- Use wardrobe boxes for clothes, mattress covers for beds.
- All boxes must be labeled with the destination room and contents. Example: "Kitchen - Plates" or "Bedroom 2 - Books."
- Seal all boxes with tape and label at least two sides of each box clearly.
- Double-check labels and packing for accuracy and care.



Do Not Pack List

For safety and liability reasons, the following items should not be packed or transported by M&N Movers:

- Hazardous materials: paint, paint thinner, gasoline, propane tanks, chemicals, fireworks, etc.
- Perishable items: fresh food, plants, frozen items, or anything that can spoil during transport.
- Valuables: cash, jewelry, important documents, passports, or irreplaceable personal items (unless authorized in writing).
- Weapons or ammunition: firearms, explosives, or related equipment.
- Prescription medication: should be kept with the customer during the move.

If you're unsure whether something is safe to pack, check with your team lead before proceeding.

Moving Techniques

Proper moving techniques protect both you and the customer's property. Follow these steps for safe and efficient moves:

Lifting and Carrying

1. **Assess the Load:** Check weight and shape before lifting. If it's too heavy or awkward, call for help or use equipment. Team-lift items heavier than 50 lbs (see *"Health and Safety Procedure" on page 9*).
2. **Use Proper Posture:** Always lift with your legs, not your back.
 - a. Keep loads close to your body; avoid twisting.
 - b. Bend your knees, keep your back straight, and grip firmly. Lift smoothly—do not jerk.



- 3. Move Slowly and Deliberately:** Do not rush. Sudden movements increase the risk of injury and damage.

Loading and Unloading

- Prepare the site: lay down floor mats and use door stoppers.
- Use covering blankets and shrink-wrap to protect furniture.
- Load heavy items first, fragile and lightweight items on top.
- Secure everything with straps inside the vehicle.
- Use proper tools to avoid damage to walls, floors, and doorways.
- Load and unload trucks using 2-wheeler and 4-wheeler dollies, sliders, and ramps.



Equipment/Tools Use and Care

Equipment Use

- **Dollies and Hand Trucks:** Use for large appliances, stacked boxes, and heavy furniture. Always secure items with straps before moving.
 - **2-Wheeler Dolly:** Best for stacked boxes and small furniture.
 - **4-Wheeler Dolly:** Use for heavier, bulkier items.



- **Moving Straps:** Use lifting straps for bulky but lightweight items to reduce strain on the back.



- **Sliders and Gliders:** Place under heavy furniture for easy sliding across floors without damage.



- **Ramps:** Ensure ramps are dry, secure, and have anti-slip surfaces when loading and unloading trucks.



- **Wardrobe Boxes:** Keep hanging clothes neat during transport.



- **Tool Kit:** For disassembling/reassembling beds, tables, etc.



- **Mattress Covers/TV Box:** Always used for large, valuable items.



- **Bubble Wrap, Tapes, Boxes:**
For securing fragile items.



Equipment Care

- Inspect equipment before every job for damage or wear.
- Do not overload equipment beyond its rated capacity (dollies: typically 600–1000 lbs).
- Clean and return equipment to storage at the end of each job. Report any damages immediately to the team lead.

Health and Safety Procedures

At M&N Movers, your safety and well-being are our top priority. We adhere to guidelines established by the Canadian Centre for Occupational Health and Safety (CCOHS) and provincial regulations to ensure a safe work environment. All employees must follow these procedures:

General Safety Practices

- **Lift Safely:** Always lift with your legs, not your back. Keep the load close to your body and avoid twisting while lifting (*see “Lifting and Carrying” on page 5*). For items over 50 lbs (23 kg), team lifting is mandatory in accordance with **CCOHS recommendations**.
- **Use Safety Equipment:** Gloves, steel-toe boots, and back supports must be worn on every move.
- **Stay Hydrated and Take Breaks:** Moving is physically demanding. Take a 5–10 minute break every 1.5 to 2 hours during physically intensive work, especially in

hot weather. Use break times to hydrate, cool down, and stretch. Coordinate with your team lead to schedule breaks without disrupting the workflow.

- **Inspect Your Path:** Before moving an item, clear the route of obstacles and check for slippery floors, loose rugs, or stairs that may pose hazards.
- **Secure the Vehicle:** Ensure ramps are properly attached, and items are secured to prevent shifting during transport.

Incident Reporting

- Report all injuries, no matter how minor, to your team lead immediately.
- Complete an Incident Report Form before the end of your shift (*form is in the glove compartment of the moving truck*).
- Report unsafe conditions (broken equipment, unsafe driving conditions, aggressive pets at job sites) as soon as identified.

Emergency Procedure

- **Medical Emergency:** Call 911 immediately, apply first aid then notify your supervisor. First Aid Kits are Located in the glove compartment of each moving vehicle.
- **Vehicle Accident:**
 - Pull over safely and turn on hazard lights.
 - Ensure everyone is safe and call 911 if necessary.
 - Notify the Operations Manager within 1 hour.
 - Take photos of the scene and damage.
 - Gather witness information.
 - Exchange insurance and contact information with involved parties.
 - Fill out a Vehicle Incident Report (*form is in the glove compartment of the moving vehicle*).

- Stay at the scene until released by authorities.

Customer Service and Communication

Delivering exceptional customer service is a cornerstone of M&N Movers. Every employee represents our company on-site, and professional communication is key.

Customer Interaction Procedure

First Impression:

- Arrive on time.
- Greet the customer with a smile and introduce yourself and your team.
- Confirm the details of the move (address, items, any special requests).



During the Move:

- Keep the customer informed about progress and timelines.
- Handle their belongings with care, explaining how you will protect fragile or valuable items.
- Be proactive in addressing concerns. For example, if furniture won't fit through a door, suggest solutions rather than saying "it can't be done."

Issue Resolution:

- Listen to customer concerns fully without interrupting.
- Apologize for inconvenience, even if it's not your fault, and offer reasonable solutions.
- If the issue is beyond your authority, escalate to the team lead promptly.

- Do not discuss the value of items or make estimates regarding damage claims — refer such matters to your team lead.

Job Completion:

- Walk through the premises with the client to ensure all items are delivered and placed correctly.
- Thank the customer for their business and encourage feedback.

Communication Do's and Don'ts

- **Do:** Use positive and professional language always.
- **Don't:** Use slang, argue, or make negative remarks about the company or coworkers.
- **Do:** Address customers as "Sir," "Ma'am," or by their last name unless invited otherwise.
- **Don't:** Discuss tips, payment issues, or company policies with customers. Refer these to your team lead.

Teamwork and Conflict Resolution

At M&N Movers, teamwork is essential to delivering excellent service.

- **Respect Roles:** Follow team lead instructions and support your teammates.
- **Communicate Clearly:** Share information on challenges or concerns early.
- **Attitude:** Maintain a positive attitude even during challenging moves or conflicts
- **Resolve Conflicts Professionally:**
 - Address small issues privately and respectfully.
 - Avoid arguments at job sites.
 - Report unresolved conflicts to your team lead for mediation.

Daily Workflow and Time Management

Daily Checklist

- Arrive on time and check the day's schedule.
- Communicate with your team lead for task assignments.
- Inspect your assigned vehicle and equipment.
- Load necessary tools and supplies before leaving for the job site.
- Stay on schedule by following the planned route and timing.
- Upon arrival:
 - Greet the Customer.
 - Confirm job details.
 - Conduct a walk-through inspection.
- Complete the move (packing, labeling, loading, transport, unloading, setup).
- Take breaks as assigned, keeping them brief and timely.
- Complete all job reports and customer checklists before finishing.
- End of day:
 - Return to warehouse.
 - Clean and inspect equipment.
 - Report any vehicle or equipment issues for maintenance.
 - Submit reports.

Time Management Tips

- Arrive early to prepare.

- Plan load and unload sequences efficiently.
- Stick to assigned guidelines.
- Minimize downtime between tasks.
- Plan routes and lunch stops to save time.
- Communicate early about any delays or problems.

Key Contact Information

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