Logo

Description automatically generated

Southwest Movers Association

**Pinnacle Mover Program**

**Information**

The Pinnacle Mover Program is designed to promote and recognize professional competence and adherence to ethical standards on the part of movers operating in Texas. Certification signifies a mover’s organization has agreed to operate under industry standards beyond the minimums required by law insuring a commitment to the highest levels of customer service and consumer satisfaction.

# The Program

The Pinnacle Mover Program was developed and is administered by the Southwest Movers Association. To qualify and achieve certification, a mover must meet and maintain certain required criteria in addition to earning and maintaining at least 150 points from a menu of optional criteria. The certification is valid for one year from the date of certification. However, it may be revoked if the mover falls out of compliance.

# Beginning the Process

An applicant company must be a member in good standing of the Southwest Movers Association and must fully and accurately complete and submit this certification questionnaire. In addition, the mover must submit proof of attainment of individual certification criteria and submit to an on-site evaluation by the Pinnacle Mover certification committee or SMA staff if needed. A certification fee of $150 must be submitted to begin the process. All locations with same TxDMV number must be a part of the original application and listed complete with officers/owners/physical address. Each location in addition to the original will require an additional $50 fee. Branch locations should reflect the Operations Manager.

# Achieving Pinnacle Mover Status

Achieving status of Pinnacle Mover indicates a commitment to be the best in the industry. Once certified, a mover will receive an engraved award for display at their location (additional awards are available at a cost for movers with multiple locations) in addition to decals and logos signifying Pinnacle Mover attainment. SMA will issue a press release to local media and applicable regulatory agencies recognizing certification. Pinnacle Movers will also be eligible to participate in advertising campaigns recognizing Pinnacle Movers on a local and regional basis.

## Southwest Movers Association

*PO Box 6429, Austin, Texas 78762*

*Phone (512) 476-0107*

*info@mytexasmover.com*

**Pinnacle Mover Program**

#### Official Application

***A program of***

**Southwest Movers Association**

**POLICY GUIDELINES**

**Pinnacle Mover Program**

1. Eligibility To Apply – Pinnacle Mover status is awarded to movers operating in Texas who are members in good standing of the Southwest Movers Association. A mover must have been a licensed mover in Texas, under one consistent, active license for one year before they may apply for Pinnacle status.
2. Qualifications to Become a Pinnacle Mover – An applicant must meet the 10 required criteria in Part II and accumulate and maintain a minimum of 150 points from a menu of optional criteria in Parts III and IV.
3. Fee – An applicant must submit a non-refundable certification fee of $150 plus $50 for additional locations operating with the same TxDMV number with the official Pinnacle Program application or recertification application. The check should be made out to the Southwest Movers Association.
4. Certification Period – The Pinnacle Mover certification is valid for one year from the date certification is awarded. However, SMA reserves the right to revoke the certification if the mover falls out of compliance with any of the required criteria, or optional criteria that would then represent a total of less than 150 points.
5. Reinstatement – A former Pinnacle Mover, after falling out of compliance, may reapply by submitting a new application and certification fee and will then be subject to the same review as an initial applicant.
6. Recertification – Initial certification under the Pinnacle Mover Program is valid for one year from the date certification is awarded. Recertification is available by submitting a recertification application and a $100 recertification fee for the original applicant, plus $25.00 for each additional location.
7. Authorization to use Pinnacle Mover logo/name – Upon earning Pinnacle Mover certification, a mover is authorized to use the Pinnacle logo in any and all advertising as long as Pinnacle Mover status is maintained. If Pinnacle Mover status is lost or denied, SMA reserves the right to require the mover to remove all Pinnacle Mover logos from existing advertising, paperwork, etc.
8. Unauthorized Use of Pinnacle Name – Pinnacle Mover is a registered trademark of the Southwest Movers Association. Any unauthorized use of the Pinnacle Mover logo, or any likeness thereof, can result in legal action on behalf of the association.
9. Multiple Locations – Multiple locations are defined as all locations operating under the same (or one) TxDMV number. The Pinnacle Mover certification is achieved by the mover organization and will extend to additional locations operating under the same name, TxDMV number, identical policies and procedures as the home location. Additional locations must meet the same criteria and be made a part of the original application, or upon applying for recertification, by those companies having already achieved the Pinnacle status. Once an additional location is granted Pinnacle status, should it fall out of compliance with any of the certification requirements as provided in #4 above, all locations including the original will have its Pinnacle status suspended.
10. Use of Pinnacle Movers’ Names – SMA reserves the right to use the name of any mover achieving Pinnacle Mover status in its promotion of the program.
11. Sale of a Pinnacle -The sale of a Pinnacle would allow the sold portion to claim that status for 90 days giving the purchaser adequate time to re-file the appropriate application along with proper documentation. If the appropriate application and documentation are not received in the 90 days, the Pinnacle designation may no longer be claimed or used.

**Pinnacle Mover Program**

**Application for Certification**

All questions must be fully answered. Any questions left unanswered or partially answered can result in Pinnacle Mover status being denied.

**PART I**

# Company Information

Company Name (legal name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DBA \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Sole Proprietor \_\_\_\_ Partnership \_\_\_\_ Corporation

Years in Business \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Years under current Ownership \_\_\_\_\_\_\_\_\_\_\_\_\_

Physical Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State \_\_\_\_\_\_\_ Zip+4 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State \_\_\_\_\_\_\_ Zip+4 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Website \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Operation: \_\_\_\_\_\_ Intrastate \_\_\_\_\_\_ Interstate \_\_\_\_\_\_ Both

State of Domicile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State DOT/DMV # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

US/DOT # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Van Line Affiliation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Officers/Owners

###### Please list all key personnel. If you need additional room, please submit a separate page

##### Name Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Please list all other physical locations on a separate page and submit with application. This information should include names of key personnel, position, email, physical and mailing addresses, phone and fax numbers.***

# PART II

# Pinnacle Mover Required Program Criteria

In order to achieve Pinnacle Mover status, an applicant company must meet or exceed **all** the following criteria. Please answer the following questions and provide documentation where requested and/or where appropriate.

**1.** Are you a registered mover in Texas? If so, please include the TXDMV number and US/DOT number under which your organization operates.

Texas Yes \_\_\_ No \_\_\_ TxDMV # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FMCSA Yes\_\_\_ No \_\_\_ US/DOT # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2.** Are you a member in good standing of Southwest Movers Association?

Yes \_\_\_\_\_\_ No \_\_\_\_\_\_\_; Year joined SMA membership:\_\_\_\_\_\_\_\_\_\_\_

**3.** Do you have a US DOT safety rating? Yes \_\_\_\_\_\_ No \_\_\_\_\_\_ If so, what is your rating? Satisfactory \_\_\_\_\_\_ Conditional \_\_\_\_\_\_ Unsatisfactory \_\_\_\_\_\_\_

**4.** (a) Has your company received any administrative penalty assessments in the past 12 months by any regulatory agency, federal, in Texas or any other state?

Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(b) Do you have any open/pending investigations by TxDMV or FMCSA? Yes\_\_\_\_\_ No\_\_\_\_\_

If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(c) Have you had a driver or a vehicle placed out of service by a regulatory representative in the last 24 months? If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5.** Do you have *unresolved* claims with the Better Business Bureau?

Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Are you a member of the BBB? (Membership in BBB **Not** required. For Information Only):

Yes \_\_\_\_\_ No \_\_\_\_

6. Background Check. Are you making background checks on your employees and contractors per current Texas regulations at a minimum? Yes\_\_\_\_\_\_\_ No \_\_\_\_\_\_.

*(Definition in the Texas regulations: “Section 145.002 …a residential delivery company shall obtain ...all criminal history record information relating to an officer, employee, or prospective employee of the company whose job duties require or will require entry into another person’s residence.*

*“(c) A residential delivery company that sends two or more employees together into a residence shall be deemed to have complied with the requirement in Section 145.002 as long as at least one of those employees has been checked … and, while they are in the residence, that employee accompanies and directly supervises any employee who has not been checked, and the residential delivery company or in-home service company maintains a record of the identity of any such non-checked employee for at least two years.”)*  ***Name the company you use for background checks and provide contact information:***

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**7.** Has this company or any other related company, its owners or officers, filed for bankruptcy in the past seven years?

Yes \_\_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_ If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**8.** Please provide the following information on your company’s insurance coverage:

Do you carry the following types of insurance?

Commercial Auto Liability Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Policy Limit \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

General Liability Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Policy Limit \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cargo Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Policy Limit \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Workers Comp. Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Policy Limit \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Occupational Accident Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Policy Limit \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IMPORTANT NOTE:** **Please submit current proof of coverage in each of the above areas. Documentation can be in the form of an insurance certificate or policy information.   
Proof must be submitted to achieve certification.**

**9.** Do you have a formal claims policy? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

Do you provide additional information to the customer about your claims policy beyond a copy of the

TxDMV Rights and Responsibilities brochure which is required by TxDMV,and explain carefully to all customers, what the $0.60 per pound, per item liability coverage means by giving them a specific example? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_ If “No”, how do you explain insurance vs. liability coverage on your shipments?**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_If you provide additional company information to the customer about your claims policy, please provide a copy.

10. Do you know and comply with all applicable regulatory rules regarding advertising? Yes\_\_\_ No\_\_\_

If No, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PART III**

**Pinnacle Mover Optional Program Criteria**

In order to achieve Pinnacle Mover status, the applicant company must score, and then maintain, at least 150 points in the PART III criteria section. **To receive credit for an individual criteria claimed in Part III, you must submit documentation to prove compliance with that item.** Failure to provide documentation will result in denial of credit for that item. In every instance, use of the term “formal” means the policy must be in writing. Many of these are covered in your Employee Manual (EM). ***Reference “EM” and the page number along with “yes”****.* A copy of the Employee Manual must be submitted with your application.

1. Do you have an associate/employee dress code which includes company/carrier logo? Yes \_\_\_\_\_\_ No \_\_\_\_\_\_ POINTS AVAILABLE: 10 EM – page: \_\_\_\_\_ **(Provide photo if points are claimed.)**

2. Do you have a formal drug/alcohol testing program for all associates/employees?

Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Name Your provider/consortium\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

and when do you require an alcohol or drug test?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

POINTS AVAILABLE: 20 EM – page: \_\_\_\_\_

3. Do you have a formal associate/employee conduct policy? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

POINTS AVAILABLE: 10 EM – page: \_\_\_\_\_

4. Do you have a formal safety program? Yes \_\_\_\_\_\_ No \_\_\_\_\_\_\_ Definition: A formal safety program must be in writing consisting of: a) A program that is organized and recordable; b) a program that insures all employees are provided consistent and understandable education of the program contents; c) the minimum requirement of at least the basic information being taught to all employees at time of hire; d) safety reminders as well as upgraded safety information being implemented through ongoing safety training; and mandatory employee practices that are included in the Pinnacle program and Texas Motor Carrier Safety requirements, such as drug testing, employee background checks, etc. EM—page \_\_\_

POINTS AVAILABLE: 20 Provide a copy of your safety program if not in the employee manual.

5. Do you provide your associates/employees with a safety manual and require they sign a receipt which goes into their employee file?

Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ EM – page: \_\_\_\_\_ POINTS AVAILABLE: 10

6. When a reportable injury occurs, do you ***require*** a written report to be given by the employee(s) involved and place that report in their employee file?

POINTS AVAILABLE: 10 EM – page: \_\_\_\_\_ Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

7. Do you have a certified Safety Director? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ Certification must be from a SMA recognized source, such as TMTA, ATA, or Van affiliation. (Provide copy of certification.)

POINTS AVAILABLE: 10 EM – page: \_\_\_\_\_

8. Do you have a maintenance recycling program (oil, filters, tires, etc.)? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

***Note: If you outsource your maintenance and your supplier has a certified recycling program, and you provide documentation of such, you can claim credit for this item.***

POINTS AVAILABLE: 10

9. Do you have a written and distributed mission statement? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

POINTS AVAILABLE: 10 Provide a copy. EM – page: \_\_\_\_\_

10. Do you have an employee/associate recognition program (i.e., employee/associate of the month, year, etc.)? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_ If yes,

Describe programs and what the recognition consists of: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ POINTS AVAILABLE: 10 EM – page: \_\_\_\_\_

11. Do you have an employee/associate tuition assistance program? Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

Describe how this applies and who is eligible to take advantage of the program.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

POINTS AVAILABLE: 10 EM – page: \_\_\_\_\_

12. Do you have power units powered by alternative fuels?

Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_

POINTS AVAILABLE: 30

13. Equipment Age: 10 points per TxDMV registered vehicle *less than 10 years old*, subject to a maximum of 3 vehicles.

Maximum POINTS AVAILABLE: 30

Trailers less than 15 years old or submit acceptable proof of refurbishing.

POINTS AVAILABLE: 5 points per trailer, maximum of 3 trailers

***Note: If you are claiming credit for this item, please provide an equipment list including unit number, make and year of manufacture, and/or proof of refurbishing.***

14. BBB – In the required program criteria, there must be no *unresolved* BBB claims. You may claim additional points here for the fewer BBB claims made in the three year period:

POINTS AVAILABLE: 0 – 3 Claims – 3 points; 4 - 6 Claims – 2 points

15. Certification Programs (provide a copy of certificate for each claimed)

CPM (AMSA - Certified Professional Mover) POINTS AVAILABLE: 5

CMC (AMSA – Certified Moving Consultant) POINTS AVAILABLE: 5

PROMover (AMSA) POINTS AVAILABLE 5

RIM – Registered International Mover POINTS AVAILABLE: 5

FAIM - (FIDA – Accredited International Mover Standard) POINTS AVAILABLE: 5

ISO 9001 – International Organization for Standardization POINTS AVAILABLE: 5

***Note: Multiple points not available for multiple certified employees: Example: 5 points are available for the purpose of each certification in this item regardless of the number of employees certified in each area. If your company, or employees of your company, have obtained all six certifications, the total points available is 30 regardless of the number of employees certified.)***

16. Employee **Internal** Training Programs conducted for multiple employees of your company: Check all that apply: CPR \_\_\_; Forklift \_\_\_; Fire Extinguisher \_\_\_; **Other you believe qualifies for the Pinnacle review committee to consider: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . Quantify by time involved in the training, tests given and/or required, materials used and verification from program.**

POINTS AVAILABLE: 2 points per employee, subject to a maximum of 10 points.

**External** training (i.e., SMA, PMT, AMSA, TXTA, seminars)

POINTS AVAILABLE:

Number of seminars attended X Number of Employees attended X 2 points; Maximum 30 points

***(example: Two employees from your company attend a SMA safety/mover training/claims seminar. You would receive four points. Four employees, eight points. Three employees attend two separate seminars, 12 points, etc.)***

17. **Background Checks:** Number 6 in the *Required Criteria* is compliance with Texas regulations on background checks. If you perform more than is required (pre-hire) and from more than one company, the following points may be claimed to apply on the optional point criteria. Both of these may be claimed if you can document the annual and/or more than one company reporting. POINTS AVAILABLE: Annually: 5 pts; More than one company reporting: 5 pts. If more than one company reporting, list those companies: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

18. **Bonding**. If you have had your company bonded against theft or other losses. POINTS AVAILABLE: 10 (Provide proof of bonding.)

Please complete the following tally sheet to calculate total optional criteria points

Pinnacle Mover Optional Criteria Tally Sheet (Part III)

1. Associate Dress Code 10 \_\_\_\_\_\_\_\_\_\_\_\_

2. Alcohol/Drug Testing Program 20 \_\_\_\_\_\_\_\_\_\_\_\_

3. Associate Conduct Policy 10 \_\_\_\_\_\_\_\_\_\_\_\_

4. Formal Safety Program 20 \_\_\_\_\_\_\_\_\_\_\_\_

5. Associate/Driver Safety Manual 10 \_\_\_\_\_\_\_\_\_\_\_\_

6. Reportable Injury Written Report 10 \_\_\_\_\_\_\_\_\_\_\_\_

7. Certified Safety Director 10 \_\_\_\_\_\_\_\_\_\_\_\_

8. Maintenance Recycling Program 10 \_\_\_\_\_\_\_\_\_\_\_\_

9. Written/Distributed Mission Statement 10 \_\_\_\_\_\_\_\_\_\_\_\_

10. Employee Recognition Program 10 \_\_\_\_\_\_\_\_\_\_\_\_

11. Employee Tuition Assistance Program 10 \_\_\_\_\_\_\_\_\_\_\_\_

12. Units powered by Alternative Fuels 30 \_\_\_\_\_\_\_\_\_\_\_\_

13. Equipment Age:

Motorized Vehicles (0 - 30) \_\_\_\_\_\_\_\_\_\_\_\_

Trailers (0 – 15) \_\_\_\_\_\_\_\_\_\_\_\_

14. 3 year BBB Claims report 2-3 \_\_\_\_\_\_\_\_\_\_\_\_

15. Recognized Certifications

CPM (AMSA - Certified Professional Mover) 5 \_\_\_\_\_\_

CMC (AMSA – Certified Moving Consultant) 5 \_\_\_\_\_\_

PROMover (AMSA) 5 \_\_\_\_\_\_

RIM – Registered International Mover 5 \_\_\_\_\_\_

FAIM - (FIDA – Accredited International Mover Standard) 5 \_\_\_\_\_\_

ISO 9001 – International Organization for Standardization 5 \_\_\_\_\_\_

16. Employee Training:

Internal Training (See page 8) (0 – 10) \_\_\_\_\_\_\_\_\_\_\_\_

External Training (See page 8) (0 – 30) \_\_\_\_\_\_\_\_\_\_\_\_

17. Additional Background Check:

Annual 5 \_\_\_\_\_\_\_\_\_\_\_\_

Additional Company Reporting 5 \_\_\_\_\_\_\_\_\_\_\_\_

18. Bonding 10 \_\_\_\_\_\_\_\_\_\_\_\_

19. Correct completion of compliance questionnaire 10 \_\_\_\_\_\_\_\_\_\_\_\_

TOTAL POINTS – ACCUMULATED \_\_\_\_\_\_\_\_\_\_\_\_

**Note: You must achieve and maintain a minimum of 150 points with the optional criteria.**

To the best of my knowledge, the information provided is true and correct. The information contained herein may be independently verified by SMA and for this purpose I expressly authorize and permit SMA to do so. Also, I agree to notify SMA if any of the items submitted change in a way that might dilute and/or enhance my Pinnacle status.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Pinnacle Mover**

**Application Check Sheet**

Make sure your application packet contains the following items. Any items not filled out completely could result in this application not being process and probably being denied. The Pinnacle Mover Certification Committee reserves the right to visit your facilities for the purpose of verifying any or all information supplied in this application.

1. Application check for $150 made payable to SMA \_\_\_\_

(plus $50 for each additional location)

2. Completed Pinnacle Mover application \_\_\_\_

3. Documentation of written policies, manuals, equipment lists,

certifications claimed: \_\_\_\_

4. Make sure application is signed and dated by an authorized principal of the company \_\_\_\_

*email application to*

**betty@mytexasmover.com**

*or mail application to*

**SMA Pinnacle Mover Program**

**PO Box 6429 | Austin, Texas 78762**