SOP: Container Drop Off (Initial Delivery, Redelivery OR Move to New Location)
Procedure for Customer Property Safety
SOP Applies to: Corporate Operations, Franchise Operations

Prepared by	**Effective Date**
CI Pathfinders	TBD

OVERVIEW:

In the interest of minimizing risk of damage or loss to Customer's premises during any container delivery or pickup, the PODS' driver ("**Associate**") needs to exercise due care in the placement of any container at the Customer's premises. Proper planning, as outlined herein, at the time of delivery of the container can significantly reduce the risk of such damage from occurring. Accordingly, this policy was developed to provide guidelines for Associates to follow at the time of delivery.

INSPECTION UPON ARRIVAL:

The Associate is responsible for conducting a thorough inspection of the entire path the truck/Podzilla will take onto the premises and where the container will be placed. Prior to pulling into the customer's premises, the Associate shall first park the Associate's vehicle in a safe place adjacent to the customer's premises. The Associate should review the container placement instructions provided on Cheetah/Mercury Gate. The Associate should then proceed to inspect all areas, on foot, throughout the path intended, both on the surface and in the air to determine whether the delivery can be done safely in accordance with the guidelines set forth below and that is consistent with the customer's instructions provided on the Driver's Notes.

If the customer is present, Associate should discuss the container placement with the customer to verify that the placement instructions provided on the Driver's Notes/Cheetah are accurate.

If the Associate has determined that the container can safely be placed in the designated area, the Associate may proceed to deliver the container; provided, that the Associate follows the Four Foot Rule (described below) for any placement near any structure.

If during the inspection outlined above, the Associate has determined that the Associate will encounter above-ground or ground-level hazards placing the container in the designated area, the Associate shall follow the guidelines set forth below, as applicable, prior to any placement.

FOUR FOOT RULE:

Every container placement is subject to the Four Foot Rule. The Associate shall not attempt to place any container inside of four (4) feet near any structure. A "structure" includes, but not limited to, a house, building, garage, barn, trailer, wall, fence, vehicle, etc. For example, if the placement instructions are to place the container as close to the customer's house as possible, the Associate may not place the container inside of 4' from the house. Prior to any placement near any structure, the Associate shall measure and mark an area 4' from the structure where the container can be placed using provided cones. If the structure has a gutter or any other protruding equipment, accessory or appurtenance, the Associate shall measure from the distance starting from the outermost edge of any such structure.

In the event a customer requests that the container be placed near a structure that violates the Four Foot Rule, the Associate MUST contact the Market Manager for further guidance. The Market Manager may ultimately approve the placement after discussing the situation with the customer and/or based on information provided by the Associate; however, any approved placement within 4' from any structure may

NOT be permitted until the customer signs the designated waiver and release form entitled "**Damage Waiver & Release for Placement Near Structure**."

IDENTIFIED HAZARDS:

Above-Ground Hazards

i) Power/Utility Lines –

- If the Associate has identified power/utility lines that would come into the path of the container placement while either using the truck or Podzilla, the Associate must verify by measuring that the clearance of the power/utility lines are at least 15' high from the lowest point. To avoid contact with any overhead line during measuring, associate shall stand at least 10' away from overhead line and extend tape measure 15' vertically to gauge if you have adequate clearance for safe delivery. Associate shall not make any contact with any line with Associate's equipment and shall treat all overhead lines as energized.[1] If the clearance at the lowest point of the power/utility line is not at least 15', the container MUST NOT be delivered unless another area for placement can be agreed upon with the customer where the Associate will not come into contact with any power/utility lines. If there is no alternative place for placement, the Associate MUST contact the Market Manager for further guidance. No damage waiver can be obtained to overcome this obstacle.

ii) Tree Limbs

- If the Associate has identified any overhanging tree limbs that would most likely come into the path of the container placement while either using the truck or Podzilla, the Associate must verify by measuring that the clearance of the limbs are at least 15' high from the lowest point. Associate should ensure to look for limbs on all sides of the driveway/placement area and also be looking for wires that may be running through the tree. When measuring, find the lowest point of the tree limbs to measure. If clearance is not at least 15', the container MUST NOT be delivered until the customer can remove any overhanging limb or an alternative placement can be agreed upon with the customer where the Associate will not come into contact with any limbs. If there is no alternative place for placement, the Associate MUST contact the Market Manager for further guidance. No damage waiver can be obtained to overcome this obstacle.

iii) Building Overhangs/Gutters/Car Ports/Etc.

- If the Associate has identified any structure such as a gutter or other structural overhang where the Associate will come into close proximity or otherwise have to go underneath the structure while placing the container in the designated area, the Associate must verify the clearance is at least 15' prior to placing the container. If clearance is not at least 15', the container MUST NOT be placed in the designated area. Associate must find an alternative placement where the Associate will not have to pass under any structure that is less than 15'. If there is no alternative place for placement, the Associate MUST contact the Market Manager for further guidance. No damage waiver can be obtained to overcome this obstacle.

Ground-Level Hazards

i) Fragile Surfaces –

- If the requested placement requires traversing over any surface other than asphalt or traditional concrete, the Associate must take into account of the likelihood of the weight or movement of container plus equipment could crack, or otherwise damage, the surface. These types of

[1] Associate should refer to Podzilla Safety Stand Down training for actions to take if Associate comes into contact with any power line.

surfaces include decorative bricks, pavers, stone, etc. In the situation where the customer is present, the Associate must explain to the customer the risk to damage to the surface from crossing over any such surfaces with Associate's equipment and MUST therefore then obtain property damage waiver from the customer entitled **"Damage Waiver & Release For Fragile And Non-Paved Surfaces**" prior to placement. If the customer is not present, the Associate shall find the next suitable place for placement to avoid traversing any such surface. If there is no alternative route for placement, the Associate MUST contact the Market Manager for further guidance. Additionally, when the opportunity allows, Track Mats, plywood, or other materials shall be used to protect the surface, only after a waiver has been signed.

ii) Unpaved Surfaces

- In the case where customer has requested container be placed on any unpaved surface (such as gravel, grass, dirt, etc.) or the Associate must traverse in any unpaved surface other than asphalt or concrete to reach the designated placement area, the placement may pose damage to the grass, underground pipes, sprinkler heads, septic tanks and other hidden equipment. If the customer is present, the Associate must explain to the customer the risk to damage to the surface and any underlying equipment from crossing over any such surfaces with Associate's equipment and MUST therefore then obtain a property damage waiver from the customer entitled "**Damage Waiver & Release For Fragile And Non-Paved Surfaces**" prior to placement. If the customer is not present, the Associate shall find the next suitable place for placement to avoid traversing any unpaved surface. If there is no alternative place for placement, the Associate MUST contact the Market Manager for further guidance.
- Additionally, when the opportunity allows, Track Mats, plywood, or other materials shall be used to protect the surface. When placing container near the edge of paved surface or transitioning from paved surface to unpaved surface, the Associate shall take extra care to ensure integrity of the asphalt's edge, using plywood, track-mats, etc.

iii) Ground Level Accessories.

- In the case where the Associate must traverse an area where the Associate may come in close proximity of any above-ground impediment, accessory or appurtenance that is on the path or near the designated placement area, the Associate must always maintain at least four (4) feet from any such structures while traversing onto the customer's premises. These structures include porches, retaining walls, bushes, etc. The Associate shall use a tape measure and cones to indicate areas along the path the Associate must take that is at least 4' away from such structures. If the Associate is unable to maintain a distance of 4' on both sides of the container (total width of 16') while traversing along a path towards the designated placement area, the Associate should find another suitable route or alternative placement that allows for the 4' clearance while traversing onto the customer's premises. If the Associate is unable to find another suitable route and/or other placement, the Associate MUST contact the Market Manager for further guidance. The Market Manager may ultimately approve the placement after discussing the situation with the customer and/or based on information provided by the Associate; however, any approved route may NOT be permitted until the customer signs the designated waiver and release form entitled "**Damage Waiver & Release for Placement Near Structure**."

REMOTE CAPABILITIES

In the event a PODZilla has Remote Operating capabilities, the remote MUST be used when delivering, picking-up or moving a container.

SUPPLIES

The markets shall order and provide the necessary supplies to the Associates to ensure this policy can be followed by the Associates. Supplies should be tracked by the Market Manager and replaced as necessary. Supplies needed include the following for each truck: Tape Measure to 25' & warning cones (8 per truck).

OVERSIGHT AND MONITORING:

Adherence to consideration and safety for all PODS customer' property is vital to the success of the PODS enterprise and customer satisfaction is critical. Thus, any associate in violation of this policy may be subject to counseling and coaching, which can lead to performance improvements and/or termination of employment.

QUESTIONS/COMMENTS:

Any questions or comments surrounding this policy should be forwarded to Bryan Davidson, Continuous Improvement Specialist or Benji Dyches, Director of Risk Management.

SOP Revision History:

Date	Revised by	Revision Description
3/1/2023	Bryan Davidson	New