PODS® CONTAINER STANDARDS



Confidential and Proprietary

Purpose

The purpose of this document is to act as a guide for the definition of what is and what isn't an acceptable PODS® brand container to rent to a customer.



About Container Standards

- PODS containers are our billboards for the company and as such, should always reflect our quality, integrity and values.
- PODS container standards are designed to remove any subjectivity from determining whether a PODS brand container needs to be placed out of service pending repair.
- These standards focus on critical customer value proposition areas such as:
  - **Security and weather-resistance** – Are my belongings secure and protected from the elements?
  - **Usability and safety** – Can customers and PODS employees use this product without fear of injury?
  - **Cleanliness** – Does the appearance of the container give me confidence that the company truly cares for my belongings and is the superior moving and storage choice?

Container Standards Definitions

- Two distinct groups have been identified for the purposes of determining container standards:
  - **Acceptable** – Containers with light or no wear and slight imperfections
  - **Unacceptable** – Excessive wear or damage. Clear branding abuse. Brand standards have been violated and timely remediation is required.

Attainable Brand Standards

- The containers used in this presentation have prior rental histories and are being used to develop a realistic and attainable expectation of the PODS brand container. **The consistent theme is that these containers have had routine inspections and a level of care that has allowed them to represent our brand.**
- **The containers in this presentation are our "16 foot containers". However, the same care and standards should be used for all container types in our fleet.**
- **Brand standard inspections are a critical component of the Internal Audit program.** Rented containers must meet the standards as communicated in this document.
- If any of the following areas of the container do not meet acceptable brand standards, the container must be placed out of service:
- Refer to the container repair instructions posted on the "We Are PODS" site for details on repair practices and procedures. https://wearepodsintranet.pods.com/corp-ops-resources/

Door (Roll & Swing)

Acceptable



Light scratches, small dents, light fading

Door opens and closes without issue



Weather strip shows light or no weathering or discoloration.

Unacceptable





Graffiti or other markings anywhere on the container should be removed

Door doesn't open and close properly



Door Latch

Acceptable



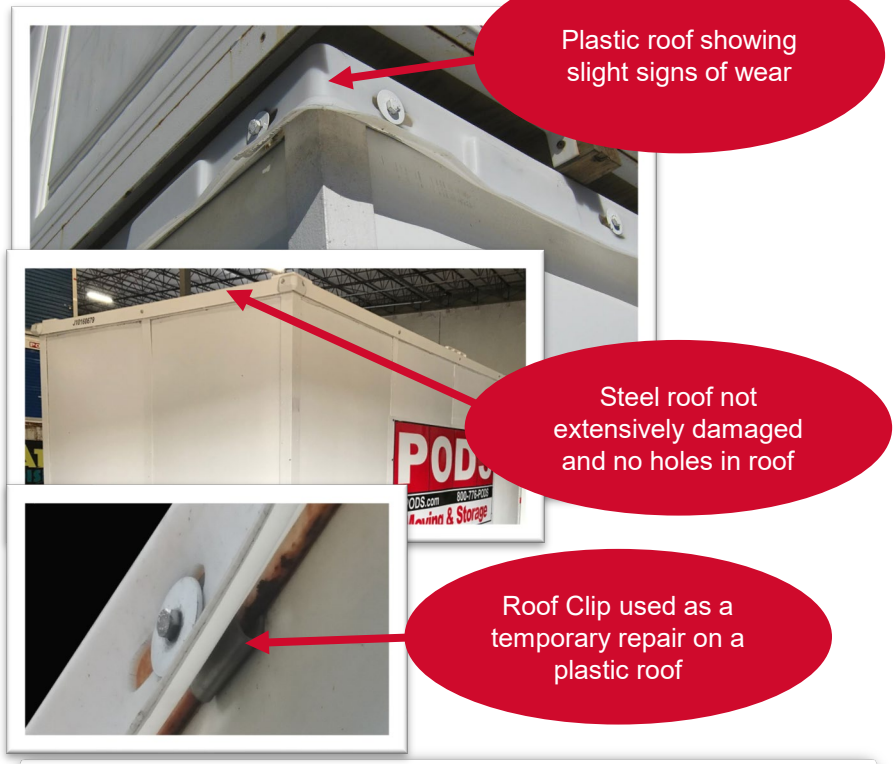
Unacceptable



***NOTE**: Over time the latch will begin to not close properly and will require replacement.*

Roof

Acceptable



- Container should not exceed:
  - More than 4 roof clips per container
  - More than 2 roof clips per side of container

Unacceptable



Exterior Panel

Acceptable



- Container should not exceed:
  - More than 8 patches per container
  - More than 4 patches per side of container

Unacceptable



Paint

Acceptable



Slight rust and/or fading, light wear, container uniform in appearance and not blotchy

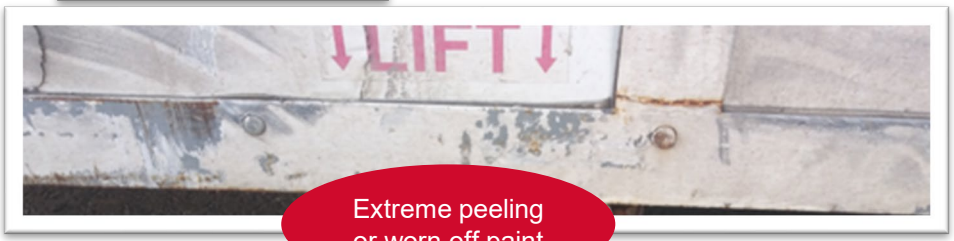
Unacceptable





Not uniform in appearance or blotchy

Yellowing, severe rust, or excessive layers of paint that is dried and cracking



Extreme peeling or worn off paint

PODS Sign or Decal

Acceptable



Sign or Decal showing slight wear or fading



Unacceptable



Sign or Decal is torn, severely faded, graffiti or other noticeable markings





Interior

Acceptable



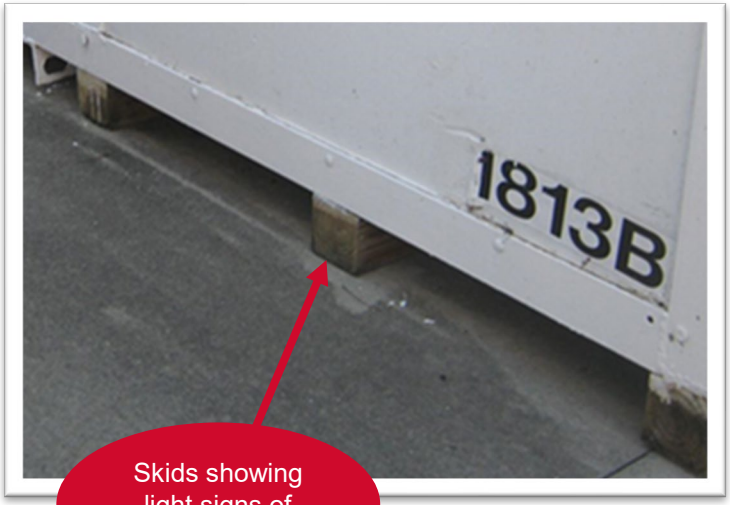
- Container should not exceed:
  - More than 8 interior patches per container
  - More than 4 interior patches per side of container

Unacceptable



Wood Skid

Acceptable



Unacceptable





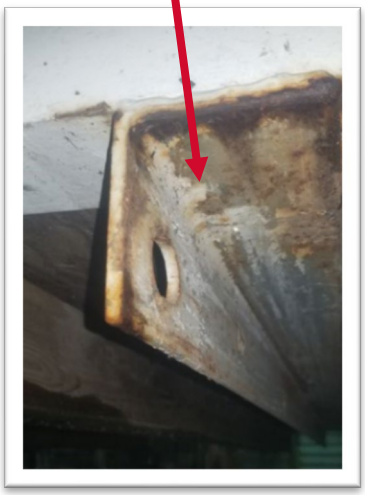
Tie-Down Plate

Acceptable



Tie-down plate is securely attached. The connection hole is structurally sound and without extensive rust





Unacceptable



Plate is bent, unsafe, excessive rust or not structurally sound. The operator should use reasonable judgement when determining whether the tie-down plate is appropriate for use.

Note: An unsafe tie-down bracket can pose a risk to both our associates and customers. Extra care should be taken to ensure the safety of this part.

Graffiti

Unacceptable

If containers are found to have graffiti or any other markings, they should be immediately taken out of service. The container must be removed of all graffiti and markings before returning it to service.





Formall BXF Foldable Container – Do Not Rent - Retire

Formall BXF Foldable Containers are no longer acceptable in any condition. Any foldable containers in inventory should not be rented out to customers and should be retired following the container disposal process.



Contact Information and Questions

- Any questions, comments or concerns should be directed to:
  - Marketing@pods.com