CRISIS MANAGEMENT

Crisis Intervention and Communications Overview

What to do

1. Ensure your own safety
2. Determine whether you should call 911
3. Alert your supervisor or manager
4. Email the Crisis Communications Team at crisiscomms@pods.com
5. Direct any media or vendor inquiries to pressrequest@pods.com

For Franchise Locations:
If a crisis or threat is identified in a franchise location, immediately contact Franchise Services and the Crisis Communications Team (crisiscomms@pods.com) for support.

Media

Only members of PODS' Crisis Communications Team are authorized to speak on behalf of the company and/or release information to the media and public.

If the media arrives, let them know they're on private property and they'll need to email pressrequest@pods.com for access.

Email the Crisis Communications Team (crisiscomms@pods.com) to let them know the media showed up and you turned them away.

Scenarios

- Natural disaster
- Motor vehicle accident
- Criminal activity
- Associate, customer, or third-party injury or death
- Major container damage (e.g. dropped container)
- Missing or stolen container
- Container misuse (e.g. illegal substances, human habitation)
- Environmental hazard
- Violence and/or threats of violence or demonstrations
- Data breach or online threat

If you see or hear anything suspicious, email crisiscomms@pods.com immediately. Nothing is too small to report.

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