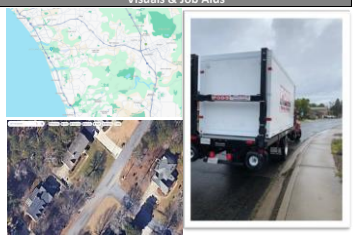
Standard Work

PODS Moving & Storage	**Core Process - Safe Container Delivery**	Date Created:	3/1/2023
		Version #	2.1
		Date Revised:	11/1/2023
		Revison #	4
	Process Name: Property Damage Inspection	Leadership Sponsor	Rich Schwartz
		Process Owner:	Vice President Operations & Business Strategy

Supplies needed to successfully execute this Standard Work

- Safety Cones (12" in height)
- DOT Safety Cones
- 25' Tape Measure
- Trackmats (3'x6')
- Steel Toed Footwear
- Safety Vest
- Gloves

Step		Key Points & Background	Visuals & Job Aids
1	Delivery/Pickup Preparation	1.1 Driver shall review note, customer property details via map/satellite tools, and contact customer; while reviewing and conversing with customer, verify container door orientation, specific property placement details and determine any special circumstances that may be relavant and warrant further discovery before departure.	
		1.2 Ensure you have all requested ancillary items ordered by customers (ie. blankets, locks, etc.)	
		1.3 Prior to pulling into the customer's premises, the Associate shall first park the Associate's vehicle in a safe place as close to the customer's premises as possible. Driver shall turn on 4 way flashers (Hazards) and strobe lights. (Do not unsecure container at this point)	
2	Exit truck and approaching customer property	2.1 Upon safely parking the truck, the driver shall exit the vehicle, using 3 points of contact and minding other vehicle traffic to ensure safety, will place DOT safety cones, if necessary, and take property inspection safety cones and phone to begin thorough property inspection.	
3	Customer interaction	3.1 The driver shall attempt to make in person contact with the customer upon arrival to delivery address. If customer is not onsite, driver will call customer. Throughout this interaction, the driver shall: • Verify exact container placement location • Verify container door orientation • Discuss container proximity to structure (min 4' or waiver), if applicable. If customer request container to be placed within 4' safety zone, "Placement Near Structure" Wavier shall be signed before delivery. ***Customer talking point*** ***– "We request at least 4' of space between the container and nearest structure, or fixed object. This allows enough space to operate our equipment safely and without risk to your property. Placing a container within this 4' safety zone increases the possibility of potential damage to the structure, thus we ask for your authorization via the "Placement Near Structure" waiver."*** • Identify surface container is to be placed on. If Fragile or Non-paved (ie. anything other than traditional concrete or asphalt), appropriate waiver must be signed before container delivery. ***Customer talking point*** **-** ***"Because the container, delivery truck and equipment can be abnormally heavy, there is an increased risk and lack of integrity in the surface. We will take extra precautions to care for the property, but cannot be certain."*** • If an overhanging wire is below the minimally accepted 15' clearance, the container must not be delivered in that location. ***Customer talking point*** **–** ***"The wire/cable that is in the equipment operating area and below the required 15' height requirement, we can ensure a safe delivery, for myself or your property"***	
		4.1 Driver must inspect all areas, on foot, throughout the path intended, both on the surface and in the air to determine whether the delivery/pickup can be done safely in accordance with the guidelines set forth in this Standard Work document and is consistent with the customer's instructions.	
		4.2 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 (see Section 5 for details) for any placement near any structure, and takes necessary precautions for any Fragile & Non-Paved Surface placements (See section 6.2 for details)	
4	Property Inspection		
		4.3 Included in the property inspection, driver must take the following minimum pictures within Cheetah: See image	

Cheetah picture Cheatsheet

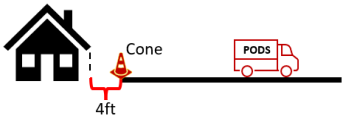
6	**NEW /RDL**
2	container #/straps L/R sides leaving wh
1	where container will be placed (before delivery)
1	back & side
1	front & other side
1	close up of container #
?	Pre-existing damage
4	**WRT/FPU**
1	placement showing surroundings before pickup
1	back/side straps with container # on truck
1	front/side straps with container # on truck
1	area where container was sitting

4.4 Please refer to Cheetah Driver Mobile Application User Guide for steps for taking pictures in Cheetah



5 Four Foot Rule & Cone Usage

5.1 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.



5.2 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 (At least 12" in height). 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.





5.3 Please refer to Safe Delivery - Cone Usage Standard Work for further details.

6 Identified Hazards

6.1 Driver shall take into account all Above-Ground Hazards, including but not limited to: Power/Utility Lines, Tree Limbs & Building Overhangs

6.1.1 When measuring all Above-Ground Hazards, the Driver must verify clearance of at least 15' from the lowest point.

6.1.2 Power/Utility Line - To avoid contact with any overhead line during measuring, Driver 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.





6.1.2.1 **Driver shall not make any contact with any line with Driver's equipment and shall treat all overhead lines as energized.**

6.1.2.2 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 Driver will not come into contact with any power/utility lines. If there is no alternative place for placement, the Driver MUST contact the Market Manager for further guidance. No damage waiver can be obtained to overcome this obstacle.



6.1.3 Tree Limbs - If the Driver 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 Driver must verify by measuring as discussed in 4.1.1

6.1.3.1 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. **Refer to section 6.1.2.1 for actions regarding wires.**

6.1.3.2 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.**



6.1.4 Building Overhangs/Gutters/Car Ports/Etc. - If the Driver has identified any structure, such as a gutter or other structural overhang where the Driver 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. **Please refer to section 5 for actions during container placement near structure**

6.1.4.1 If clearance is not at least 15', the container MUST NOT be placed in the designated area, but instead at least 4' from edge of overhang. 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.**





6.2 Driver shall take into account all Ground-Level Hazards, including but not limited to: Fragile Surfaces, Unpaved Surfaces & Ground Level Accessories

6.2.1 Fragile Surfaces - Consist of any surface that is not traditional concrete or asphalt, such as decorative brick, pavers, stone, etc. Driver shall take into account the likelihood of the weight or movement of container plus equipment could crack, or otherwise damage, the surface.





6.2.1.1 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. **Refer to section 16 if a customer is not physically present for waiver signature.**

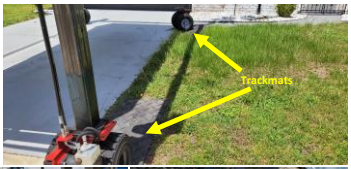
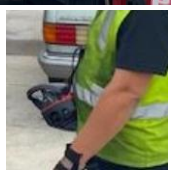
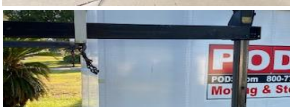
6.2.2 Unpaved Surfaces - Consists, but not limited to gravel, dirt, grass, etc. If the Driver must traverse any unpaved surface other than asphalt or concrete to reach the designated placement area, the placement may pose damage to the grass, underground pipes, sprinkler heads, septic tanks and other hidden equipment.





6.2.2.1 If container placement, or PODZilla operation, will impact and unpaved surface, Driver must obtain a property damage waiver from the customer entitled "Damage Waiver & Release For Fragile And Non-Paved Surfaces" prior to placement.



		6.2.2.2	Additionally, when the opportunity allows, especially at PODZilla wheel turning points, Track Mats 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 Track Mats.	
		6.2.3	Ground Level Accessories - Consists of any above ground impediment, accessory on the path of or near designated placement area, such as buildings, fences, retaining walls, bushes, mailbox, etc.	 
		6.2.3.1	Please refer to Section 5 for measuring Four Foot Rule standards.	 
		7.1	Reposition truck based on customer's desired placement location for container.	 
7	Container Delivery/Unloading	7.2	Use PODZilla to complete container unloading in accordance with PODZilla Usage Guidelines	 
		7.3	Once PODZilla and container are clear of truck bed, associate shall find safe place to park as close to the customer's premises as possible.	
8	Remote PODZilla Capabilities	8.1	In the event a PODZilla has Remote Operating capabilities, the remote MUST be used when delivering, picking-up or moving a container.	 
9	Container Features	9.1	Given the opportuntiy, driver shall take the time to discuss container features with customer, including opening and closing door, door latch operation, correctly locking container, visual stickers inside container, hooks inside container, etc.	 
10	Container Pickup (WRT, FPU, VRP, MOV)	10.1	When driver is picking up container from customer's property, the driver must first become aware of immediate area around the container and PODZilla operating area, using safety cones if necessary.	
		10.2	Conducting an inspection around container and PODZilla operating area shall include verifying 4' saftey area has remained, or "Placement Near Structure" Waiver has been signed. This includes vehicles, structure overhangs, wires, etc.) ***Note: 40% of damage is done on container pickup***	
		10.3	If container is placed on a Fragile or Non-Paved surface, driver shall take appropriate steps to ensure proper protection of particular surface (ie. Track Mats)	

		10.4	For FPU, Driver shall inspect container to verify brand standards, including exterior signs, holes in roof or sides, door functionality, cleanliness (sweep if necessary, ***do not sweep excessive dirt and trash on to customer property, use provided broom and dustpan***), and repair is able, or contact manager to reroute if container is unacceptable for new customer and needs to be placed OOS.
		11.1	Driver shall verify PODZilla Spikes are appropriately placed and secured.
11	Container Loading	11.2	Verify PODZilla hooks are secured to chain sliders for transit.
		11.3	Once container has been placed on truck, driver shall secure container to truck using straps, and tighten with breaker bar. (Pro Tip: Securement hooks are to face outward)
12	PODZilla Loading on Truck	12.1	Complete loading of PODZilla to truck
13	Timestamp Job for Completion	13.1	Using Cheetah, take required pictures as mentioned in Section 4.3, and update Job Status to complete job.
		13.2	Refer to Standard Work Click Through for details
14	PODZilla Operation with Container	14.1	During transport of container, while using the PODZilla, the container shall remain between **6"-12"** (minimum of **6"** and a maximum of **12"**) off the surface, or the height required in order to avoid coming in contact with or damaging the surface in which the container is being transported across or above. The PODZilla shall not be in motion while the container is more than 12" from the surface, unless in the process of loading/unloading to/from the truck.
		14.2	Driver shall operate PODZilla from directly in front of controls at all times. If an obstacle impedes the ability to safely operate PODZilla from this position, container placement location or path taken should be altered accordingly.
		14.3	**When operating PODZilla, driver shall never stand or walk between PODZilla and fixed object (building, truck, etc.) that is either downhill from PODZilla or in the direction in which the PODZilla is moving towards.**
15	Market Manager Role	15.1	If the Driver is unable to find safe and suitable PODZilla path and container placement, the Driver 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 Driver.
		16.1	In the event a customer is unavailable to sign the appropriate waiver in person, the driver, market manager or assistant market manager may obtain consent to the appropriate waiver from the customer through email or text message.











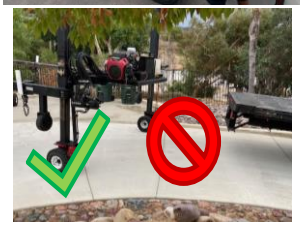


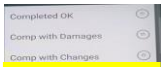












16	Waiver Acknowledgment	16.1.1	The PODS' associate may text or email the waiver to the customer based on customer's preference requesting that the customer read the waiver and respond by email or text, as applicable, that customer accepts the terms of the respective waiver. If and when the customer responds that the waiver terms are acceptable, the PODS' associate shall take a screenshot of the acceptance and upload the screenshot to Order Entry for future reference.
		16.2	Refer to Waiver Acknowledgement - Standard Work for further waiver guidance and clarity
17	Reporting Property Damage	17.1	In the event a driver causes Property Damage to a customer's property (or 3rd party property), the incident should be reported before leaving the property.
		17.2	Refer to Driver Reporting of Property Damage SOP
		17.3	The driver shall then inform the Market Manager and the customer of the incident and then call the established Corp Ops Support Line @ 1-855-640-4853 with the following information available: Customer Name, Customer ID, customer contact information, address of incident, container number, and any additional necessary information.
		17.4	Once a driver reports the damage to the appropriate individuals, the damage must then be documented via pictures in Cheetah. Driver shall take pictures close up of the damage as well as from various distances to show scale of damage.

