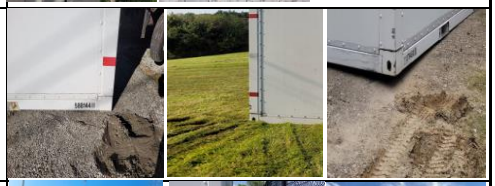
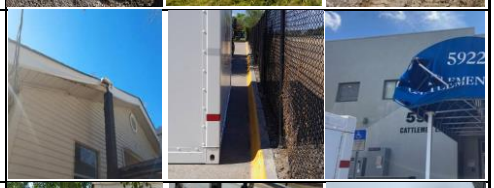
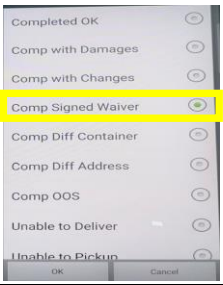
Standard Work

PODS Moving & Storage	**Core Process - Safe Container Delivery**	Date Created:	10/1/2023
		Version #	1
		Date Revised:	9/14/2023
		Revison #	0
	Process Name: Customer Waiver Acknowledgment	Leadership Sponsor	Rich Schwartz
		Process Owner:	Vice President Operations & Business Strategy

	Step		Key Points & Background	Visuals & Job Aids
1	During, or following, the customer property inspection, any of the following scenarios require an appropriate damage waiver to be signed by the customer before delivery of PODS container.	1.1	Refer to **Property Damage Inspection Standard Work** for guidance to completing the initial property inspection	
		1.2	The following waivers a driver shall consider when delivering a container are: •**Fragile & Non-Paved Surfaces** •**Placement Near Structure** •**Street Placement** •**Parking Lot** •**Property Damage (Tilt)**	
		1.3	All waivers can be found in the Driver's Binder - Waivers Section	
2	**Fragile & Non-Paved Surfaces Waiver** - To be used when any part of the container will be placed on any of the follwing surfaces	2.1	Fragile Surfaces(Any surface that is not traditional concrete or asphalt): •Pavers •Stone •Bricks •Decorative (Pervious) Concrete •Tile •Cobblestone	
		2.2	Non-Paved Surfaces (Any surface that is not traditional concrete or asphalt) •Dirt •Grass •Gravel (any type) •Crushed stone •Shell •Sand •Pine straw	
3	**Placement Near Structure Waiver** - To be used when the any part of the container may come closer than 4' to any structure or above ground impediment	3.1	Structures may include, but not limited to, the following: •Place of residence •Garage •Carport •Commercial building •Fence •Retaining wall •Support beams	
		3.2	Above ground impediments include, but not limited to, the following: •Electrical box •Basketball goal •Trees •Bushes •Light posts •Mailboxes •Vehicles and trailers	
		3.3	Refer to **Safety Cone Usage & Structure Awareness Standard Work** for use of cones near structures	
4	**Street Placement Waiver** - To be used any time a customer requests the container to be placed on a street (public or private) that is not owned by the PODS customer	4.1	Street placement includes, but not limited to, the following: •Private neighborhood •Public street •HOA established	
5	**Parking Lot Waiver** - To be used any time a customer requests the container to be placed in a parking lot used by anyone other than the customer	5.1	Parking Lot placement includes, but not limited to, the following: •Apartment complex •Shopping center •Public parking lot	
6	**Property Damage (Tilt)** - To be used any time a customer requests the container be tilted by a PODS associate	6.1	Driver shall not tilt any container without first obtaining this waiver signed from the customer	
7	Waiver upload to Cheetah	7.1	Please refer to **Cheetah Driver Mobile Application User Guide** for steps for taking pictures in Cheetah, to upload signed waiver	
		7.2	To complete job in Cheetah, Driver must select "Comp with Signed Waiver" in Job Status screen	