PODzilla Lift and Truck Standards

June 1, 2018



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Introduction

The purpose of this document is to act as a guide for the definition of what is and what isn't an acceptable example of our critical delivery components such as the PODzilla lift and Trucks. This standards document is designed to remove any subjectivity from the exercise of determining whether a PODzilla lift and Truck meets the standard and whether the daily inspections and overall preventative maintenance and certifications are sufficient. The main aspect of this standard focuses on critical customer value proposition areas such as:

- Secure – Will my belongings be safe and secure?
- Usability and safety – Will these delivery mechanisms keep my contents and property safe? and safe operation through timely maintenance and operator care
- Cleanliness – Does the appearance of the PODzilla and Truck give me confidence that the company truly cares for my belongings?
- Efficiency – Does the operating equipment allow the company to deliver my container on time and within my expectations?

The Reason for Brand Standards:

- Customer Satisfaction
  - Delight customers by offering a consistent quality product to meet customer expectations
  - Reduce customer complaints
- Marketing
  - Demonstrate pride in our brand
  - Brand appearance is critical to our marketing strategy
- Benchmarking
  - Establish global expectations based on predetermined and approved standards
  - Establish criteria to reward compliance and remediate deviations
  - Establish a basis for delivering upon the core aspects of our value proposition
- Legal Compliance
  - Compliance with regulatory requirements such as OSHA, DOT, etc

PODzilla and Truck Standards Definitions

Three distinct groups have been identified for the purposes of determining PODzilla and Truck standards. The first two groups (pristine and acceptable) have been determined as meeting the definition of the standards. The final unacceptable group is the definition of where PODzilla and Truck standards have been violated and where prompt remediation is required:

- Pristine – New or Refurbished PODzillas and Trucks
- Acceptable – PODzillas and Trucks with slight and clearly visible imperfections
- Unacceptable – Excessive wear or damage. Clear branding abuse

Attainable Brand Standards:

The PODzilla lifts and Trucks used in this presentation have prior operational histories and are being used to develop a realistic and attainable expectation of the standard. The consistent theme is that these assets have had routine inspections, preventative maintenance and a level of care that has allowed them to represent our global brand.

Brand protection reviews are a critical component of the Internal Audit program. PODzilla lifts and Trucks must meet the standards as communicated in this document. Additionally, required daily checklists and asset preventative maintenance needs to be completed as stipulated in the asset certification checklists. The audit rating will be based on the compliance with this standard.

Refer to the Operations Manuals for details of the recommended equipment repair practices and procedures.

PRISTINE BRAND EXAMPLES

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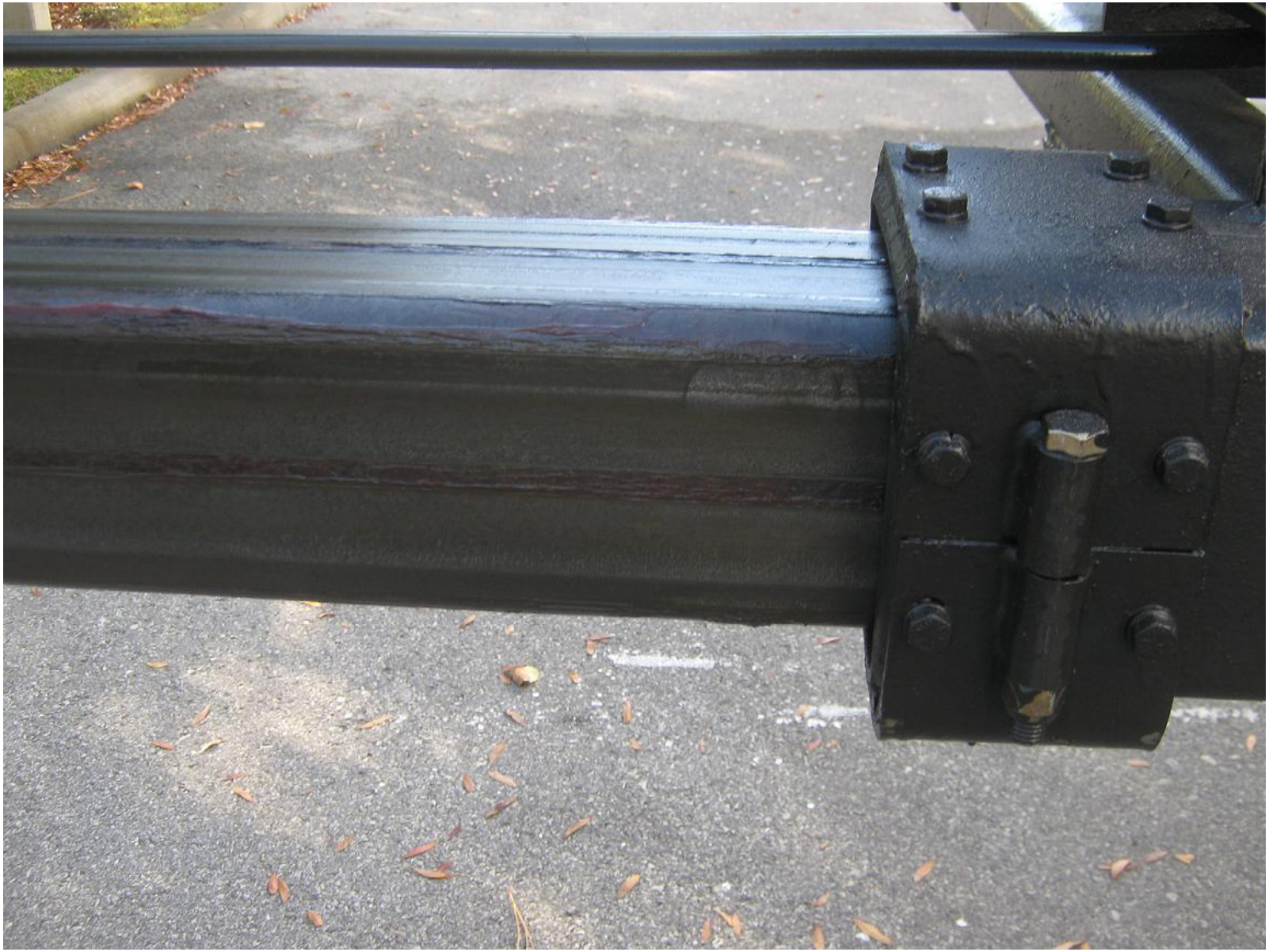
Clean and Sufficient Level of Hydraulic Fluid



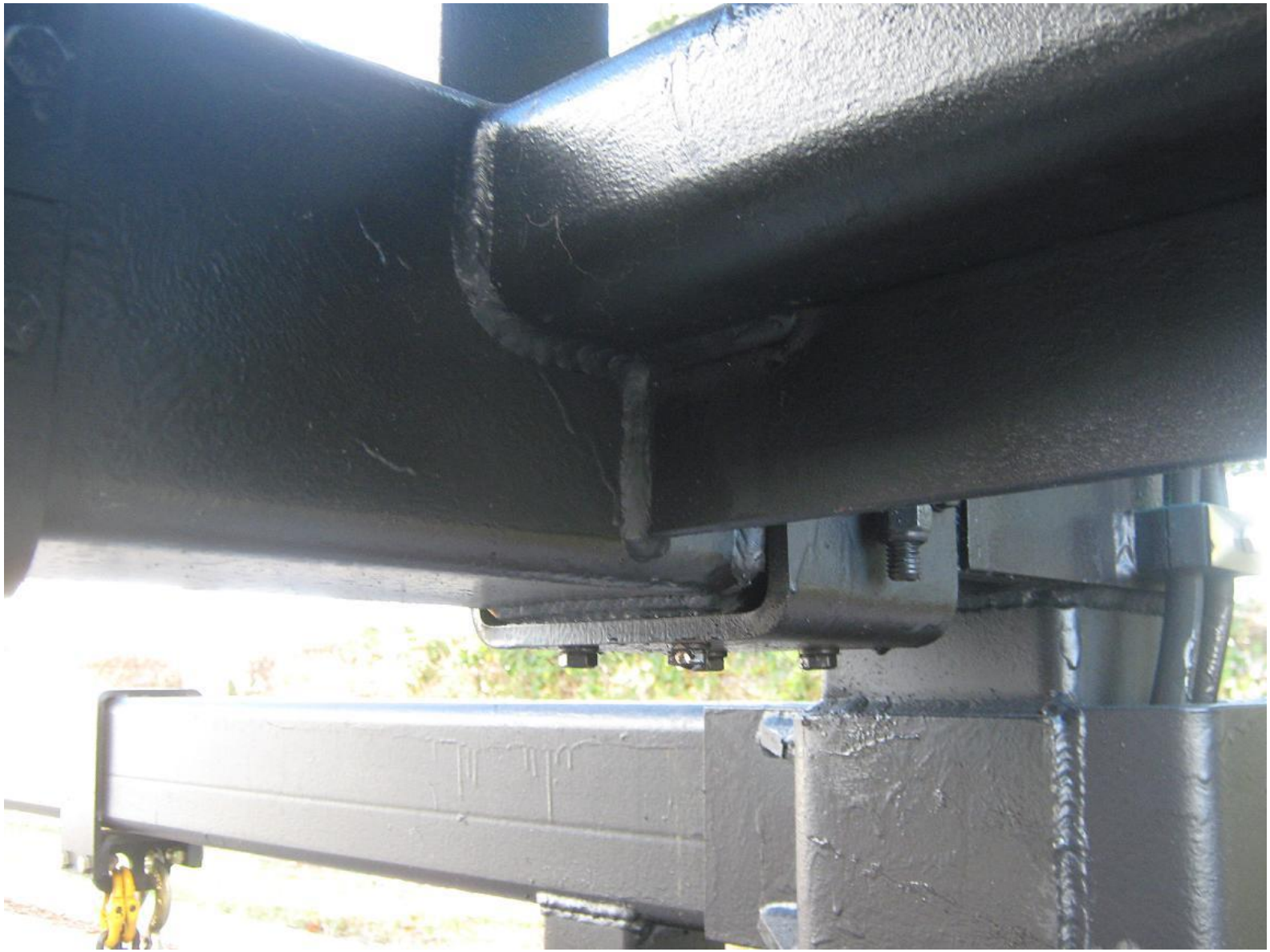
Clean Fuel Filter



Sufficiently Lubricated Spreader Arm



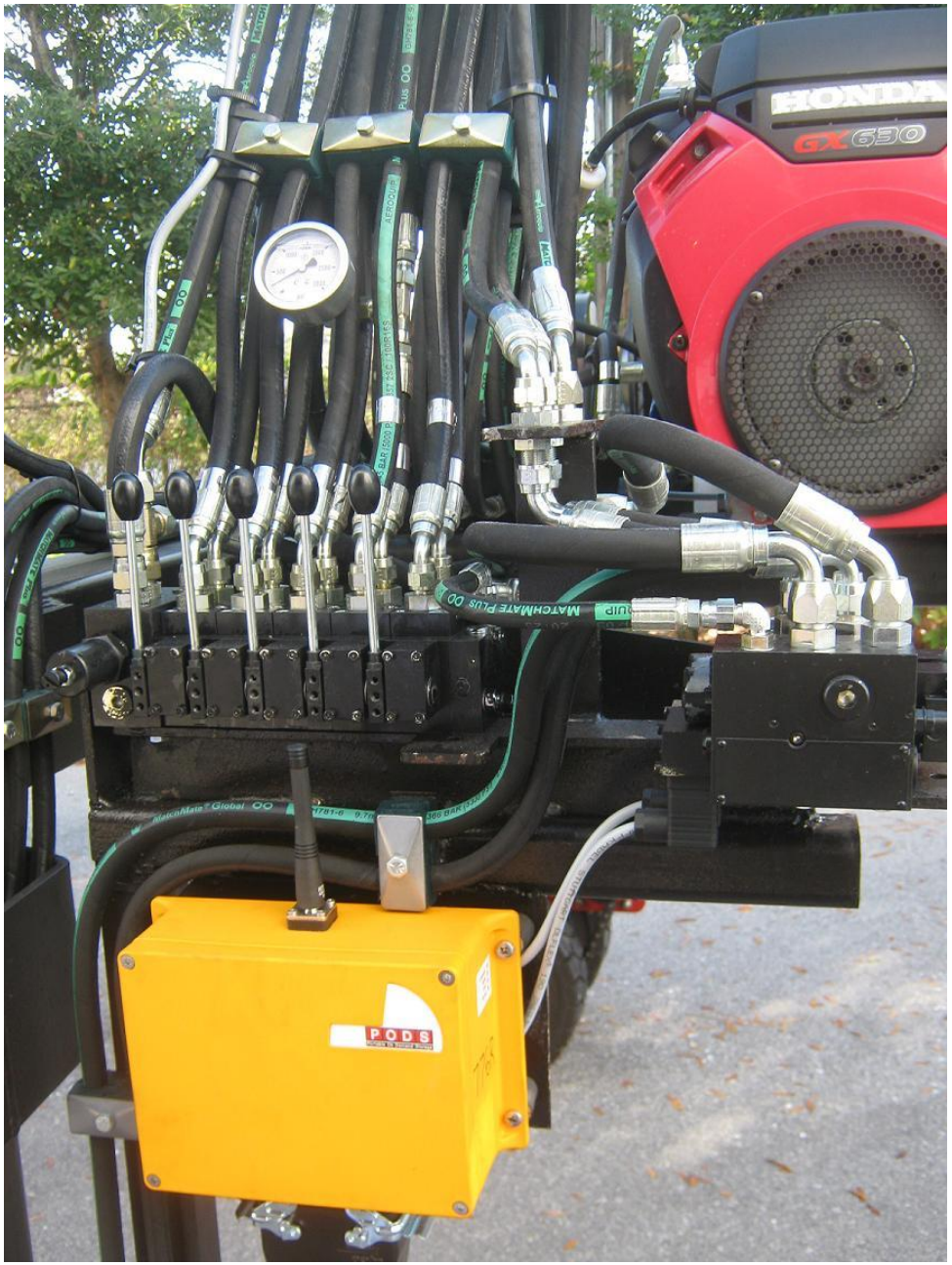
Strong and Secure Frame Welds



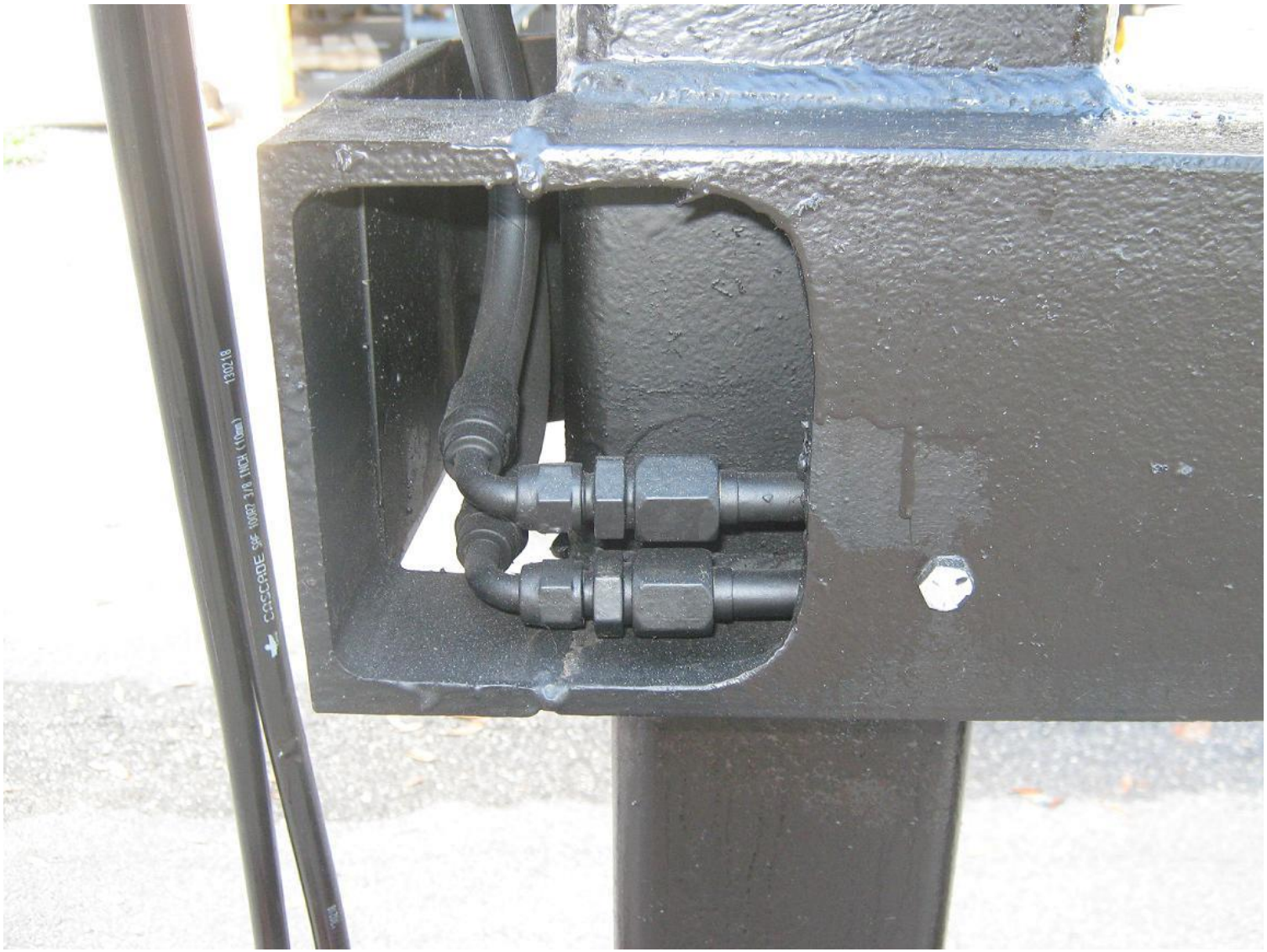
Strong and Secure Frame Welds



Operational Lift Controls



Functioning Non-Leaking Hoses



Emergency Contact and Safety Information



Clear and Well Presented Frame Branding



Secure and Stable Loading Chains



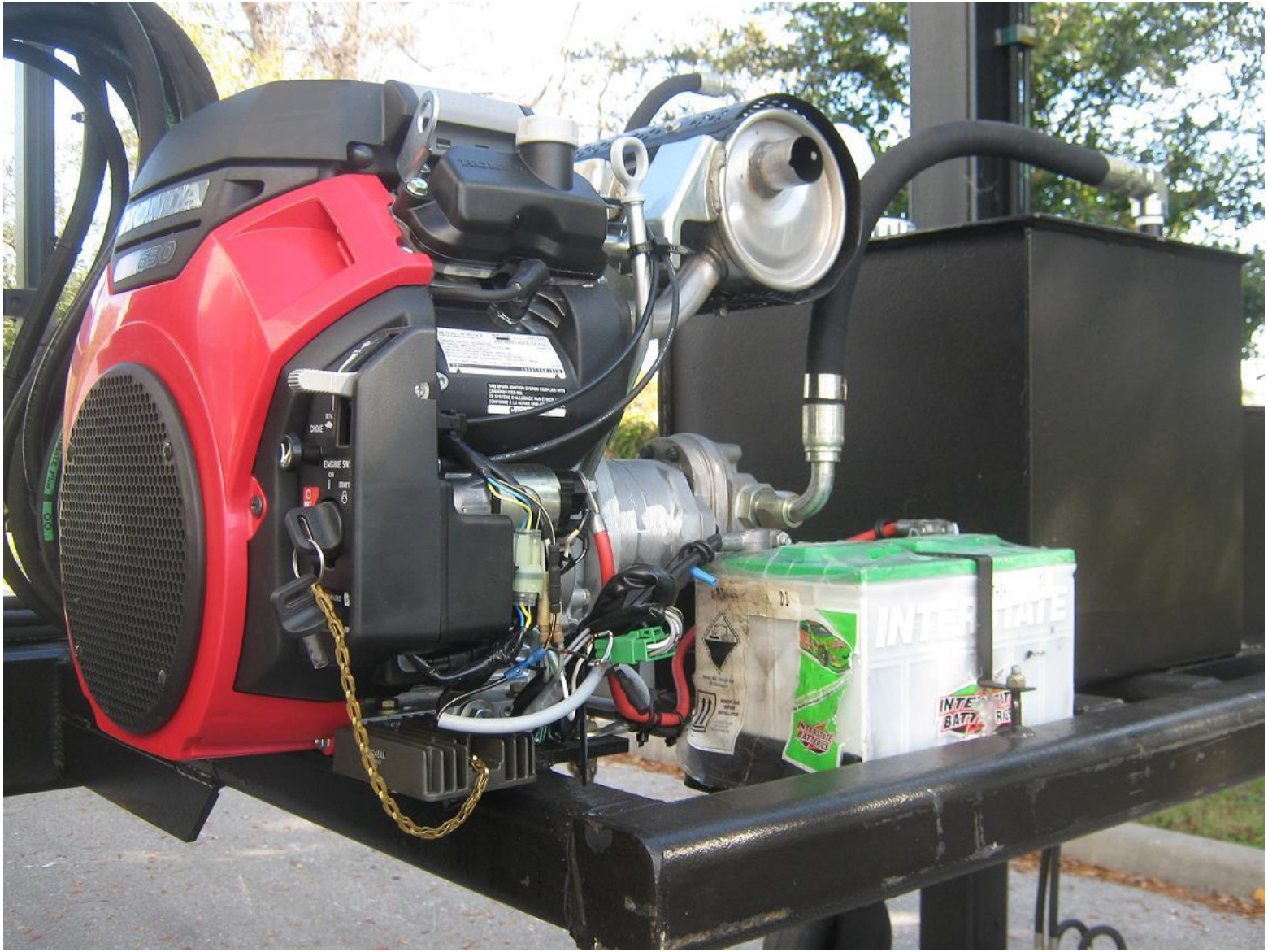
Lift and Guide Wheels in Optimal Condition



Clear and Well Presented Branding



Clean and Well Presented Engine



Drive Chain and Sprocket - Pristine



Acceptable – Slight & Clear Visible Imperfections

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Presentable Intact Branding Signage



Structurally Sufficient Load Bearing Points



Sufficient Lift and Guide Wheel Tread



Emergency Contact and Safety Information



Sufficient Spreader Arm Lubrication



Good Quality Frame Welds



Clean and Operational Controls



Clean and Sufficient Level of Hydraulic Fluid



Adequate PODzilla Branding



Sufficient Tire Treads



Safe and Functional Tie-Down Straps



Intact and Presentable Truck Flatbed



Truck Lighting in Good and Working Condition



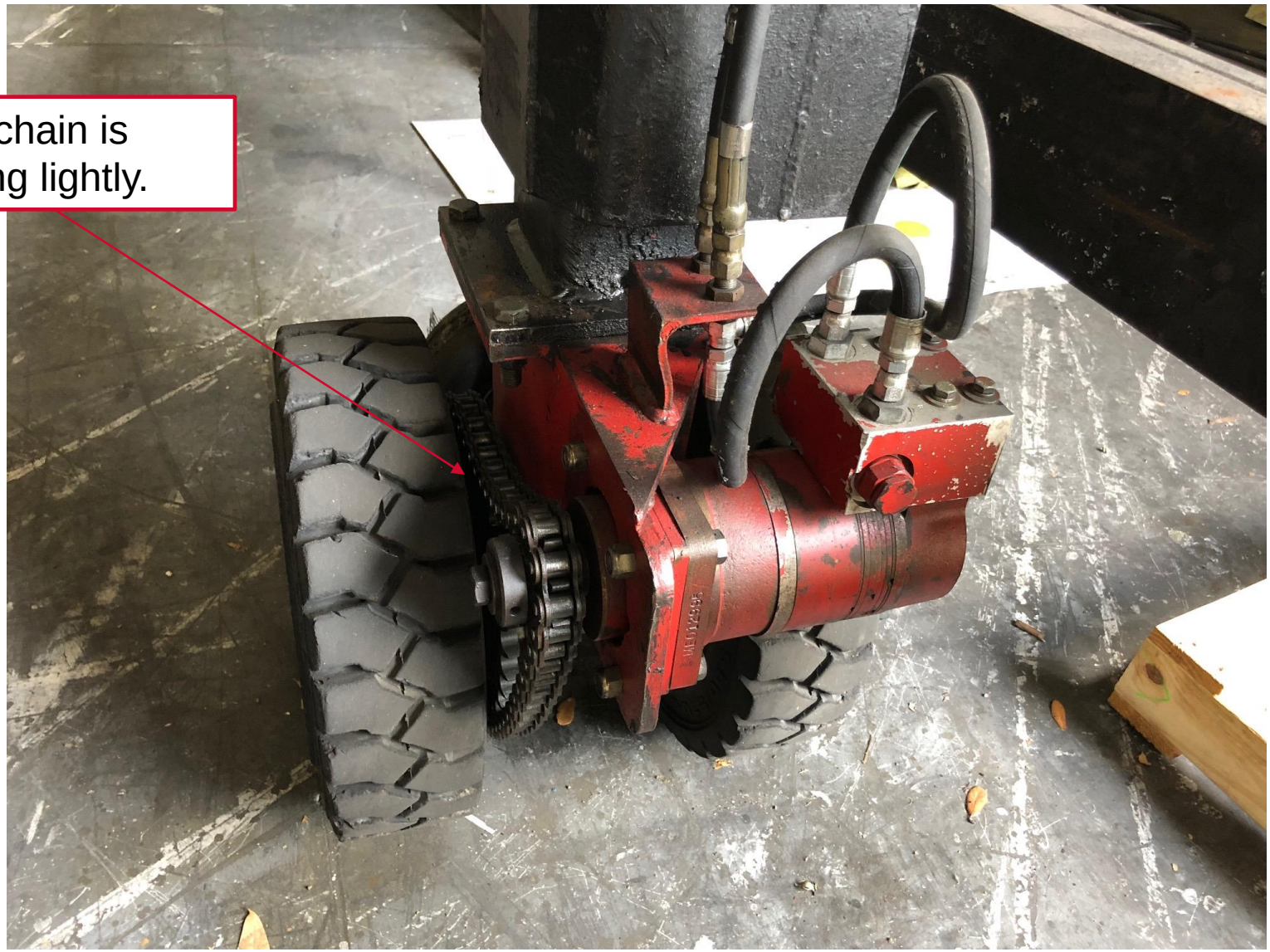
Truck Branding and DOT Numbers Displayed



Presentable Truck Branding



Drive Chain and Sprocket - Acceptable



Unacceptable Branding

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Power Rack to Spreader Tube Fracture



Fractured Leg to Rail Location



Fractured Leg to Rail Location



Side Rail Weld Fracture



Failing Leg Cylinder (Unacceptable Repair)



Missing Lug Nut



Leaking Fittings



Unacceptable Repair (Bungee Cord)



Incomplete/ Missing Safety Instructions



Damaged Brand Labeling



Damaged/ Broken Axle Tubes



Worn/ Damaged Spreader Tire



Damaged Truck Fender



Damaged Truck Fender



Brand Consistency – Use of Yellow Truck



Bald Tires



Missing/ Inadequate Lift Signage



Missing Hardware From Wear-Disc Cap Plates



Worn and Damaged Slider Assembly



Drive Chain and Sprocket – Unacceptable

