Driver Binder Requirements

- Accident Kit (Liberty Mutual)
- Post Accident Checklist
- DVIR Instructions
- Property & Container Placement Waivers
- Weigh My Truck Instructions
- Cheetah Picture Guide
- FMCSA Regs and Restrictions
- Reporting Property Damage SOP
- Copy of Lease/Rental Agreement (If Applicable)

using

anyone

Liberty Mutual. INSURANCE

Accident Report

DIAGRAM: DRAW THE PO
PERSONS, STOP LIGHTS
OTHER OBJECTS IN THE

WITNESS INFORMATION *Please return with Accident Report Form*

NAME

ADDRESS

PHONE

EMAIL

BRIEF DESCRIPTION OF WHAT YOU SAW

Thank you for your information.

Liberty Mutual. INSURANCE

OTHER VEHICLE INFORMAT

Please return with Accident Report Form

NAME

ADDRESS

NAME OF YOUR INSURANCE COMPANY

DRIVER'S LICENSE NUMBER

YEAR / MAKE / MODEL OF VEHICLE

OWNER NAME

OWNER ADDRESS

PASSENGER NAME(S)

PASSENGER ADDRESS(ES)

WITNESS INFORMATION *Please return with Accident Report Form*

NAME

ADDRESS

PHONE

EMAIL

BRIEF DESCRIPTION OF WHAT YOU SAW

Thank you for your information.

Liberty Mutual. INSURANCE

OTHER VEHICLE INFORMAT

Please return with Accident Report Form

NAME

ADDRESS

NAME OF YOUR INSURANCE COMPANY

DRIVER'S LICENSE NUMBER

YEAR / MAKE / MODEL OF VEHICLE

OWNER NAME

OWNER ADDRESS

PASSENGER NAME(S)

PASSENGER ADDRESS(ES)

Accident Report Form

Return this completed form and attached information cards with photos to your manager.

Operator Information

NAME **DATE OF BIRTH**

ADDRESS

PHONE

LICENSE NUMBER AND STATE

Accident Information

WAS ANOTHER VEHICLE INVOLVED? *Yes* ☐ *No* ☐

If yes, please exchange information using the attached cards.

DATE OF ACCIDENT

TIME OF ACCIDENT (AM/PM)

OPERATOR VEHICLE: YEAR / MAKE / MODEL

VIN NUMBER **PLATE NUMBER AND STATE**

LOCATION OF ACCIDENT

DESCRIPTION OF ACCIDENT (include non-vehicle property damage) *Please complete diagram on back.*

WAS ANYONE INJURED IN THIS ACCIDENT? *Yes* ☐ *No* ☐ **WERE THE POLICE CALLED TO THE SCENE?** *Yes* ☐ *No* ☐

If yes, please fill out section below.

Form continues on back

Post Accident Checklist

1. Set brakes
2. Call 911
3. Set out warning devices (DOT Cones)
4. Check on other driver/occupants
5. Call MM & provide initial information
6. Gather info from other driver – Name and Insurance Company, name(s) of other occupants.
7. Gather info from any witnesses
8. Provide PODS info to other driver – your name and insurance
9. Do not admit fault
10. Do not discuss the accident with others
11. Respond to Law Enforcement
12. Take pictures from multiple angles, not just close pictures, but far away as well.
13. Call MM to update – Driver cited, either vehicle towed, injuries to anyone, etc.

View or Complete a DVIR

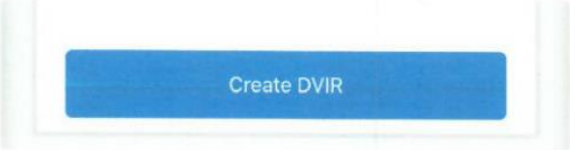
Updated 5 months ago

To track trailer or vehicle inspections and submit findings, you can create pre-trip and post-trip Driver Vehicle Inspection Report (DVIRs) using the Samsara Driver App. Completed DVIRs are available in the app for up to 14 days.

1. Select the vehicle or trailer that requires a DVIR.
2. From the Samsara dashboard home screen, tap **DVIR**.



3. Tap **Create DVIR**.

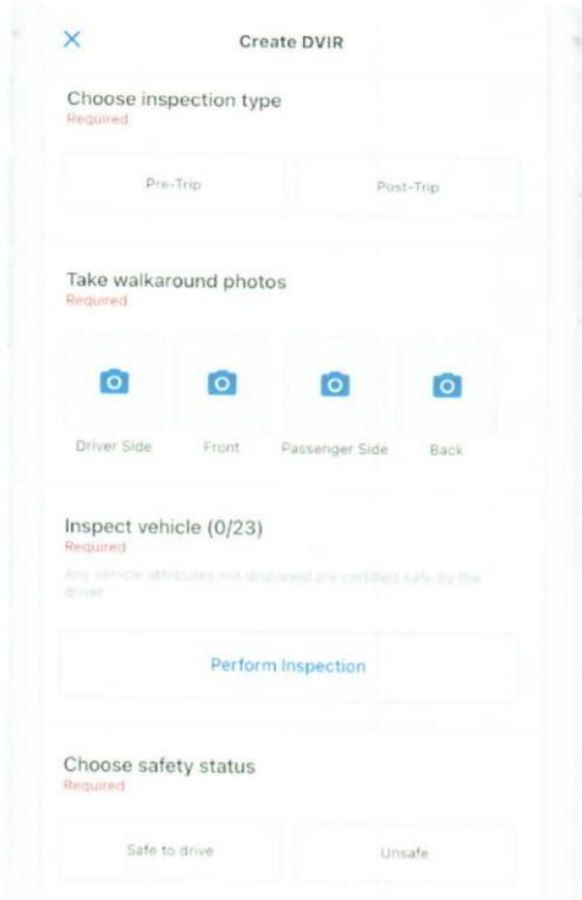


4. For HOS tracking, if your current status is **Off Duty**, you will be prompted to **Go On Duty** before beginning your DVIR.



5. Complete the asset details, including vehicle location and identifying information.

6. Choose the inspection type (**Pre-Trip** or **Post-Trip**).



7. Inspect your vehicle for any defects.
8. At a minumum, complete all Required fields. To report an issue or damage to the vehicle, select the applicable defects and enter a description and optional photo.

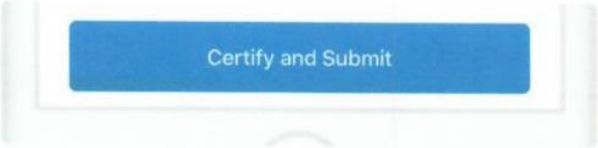


9. If there are unresolved **Previous Defects**, inspect the defect on the vehicle and select the defect to resolve the issue or leave deselected if the defect remains unresolved.

10. Tap **Perform Inspection** to document the inspected areas of the vehicle. Tap inspection pass ( ) or inspection fail ( ). For failed inspections, add a comment to provide additional details.
11. Specify the safety status for your vehicle or trailer (**Safe to drive** or **Unsafe**) and tap **Next**.



12. To complete the inspection and submit your findings, tap **Certify and Submit**.



> ***Note***
>
> If your carrier or mechanic has resolved a previous DVIR, the Samsara Driver App prompts you to certify whether or not the defects have been resolved.

DAMAGE WAIVER & RELEASE
FOR FRAGILE AND NON-PAVED SURFACES

Customer (defined below) hereby authorizes PODS Enterprises, LLC ("PODS") to drive on Customer's lawn, non-paved area or other area of Customer's premises pursuant to Customer's instructions to deliver, place and retrieve Customer's container with the understanding that said actions by PODS may result in damage to Customer's premises and/or surrounding property.

Customer hereby further acknowledges and agrees: (i) that the delivery, placement and retrieval are being performed at the Customer's request, (ii) that the Customer assumes full risk of any damage or loss to Customer's premises or other nearby property, including, but not limited to, damage or loss to any sprinkler heads, decorative pavers, decorative driveway, gutters, roof, retaining walls, building, place of residence, low hanging wires, meters, septic tanks, low hanging tree branches and underground pipes or wires, (iii) that the Customer releases PODS from any such damage or loss resulting from the delivery, placement and retrieval of the PODS container, (iv) Customer waives any rights of subrogation to the extent that any loss or damage is covered by Customer's insurance (e.g., homeowner's insurance), (v) that the Customer shall reimburse PODS for any out-of-pocket costs PODS incurs for towing or otherwise in the event that any of PODS's equipment becomes disabled on Customer's premises, (vi) Customer agrees to continue to pay monthly rent until such time that the container may be retrieved from Customer's premises.

DAMAGE WAIVER & RELEASE
FOR PLACEMENT NEAR STRUCTURE

Customer has requested that PODS place Customer's container(s) within four (4) feet of a Structure. A "Structure" includes, but not limited to, any place of residence, garage, carport, commercial building, fence, retaining wall, or tree. **Customer acknowledges that PODS' driver has advised of the difficulty in placing and retrieving any container(s) inside of four (4) feet from a Structure and that such placement and retrieval poses significant risk to damage or loss to the Structure caused by PODS' delivery equipment.** Nonetheless, Customer insists that the container(s) be placed within four (4) feet of a Structure. PODS is willing to accommodate the request; provided, that Customer hereby acknowledges and agrees: (i) that the delivery, placement and retrieval inside of four (4) feet from a Structure are being performed at the Customer's request, (ii) that the Customer assumes full risk of any damage or loss to any Structure, including, but not limited to, damage or loss to any gutter, roof, tree limbs or low hanging wires, (iii) that the Customer releases PODS from any such damage or loss resulting from the delivery, placement and retrieval of the PODS container, and (iv) Customer waives any rights of subrogation to the extent that any loss or damage is covered by Customer's insurance (e.g., homeowner's insurance).

By signing below, Customer agrees to the terms and conditions set forth above.

Customer Name: _____ ("Customer")
Customer Signature: _____
Date: _____ CID: _____

PODS Driver Signature: _____
PODS Driver Name: _____

Initial Applicable Box

STREET PLACEMENT WAIVER

Customer has requested that PODS place Customer's PODS container on the street. Customer acknowledges and agrees that it is Customer's responsibility to obtain any necessary permits for the requested street placement. If Customer's container is under threat of being towed or impounded from any branch of local city or county government or local authorities, Customer agrees to contact PODS immediately in order to coordinate the removal or repositioning of the PODS container prior to being towed. Customer agrees to pay PODS a repositioning fee as result of moving the container pursuant to the foregoing. Moreover, in the event the PODS container is either towed or a citation is issued due to the street placement, Customer agrees to pay any and all respective towing and storage charges, fines, and penalties, as applicable, resulting from Customer's placement request.

PARKING LOT WAIVER

Customer has requested that PODS place Customer's container in a parking lot. Customer acknowledges and agrees that it is Customer's responsibility to obtain approval from the respective owner/property manager of the premises for the requested placement. If the container is under threat of being towed, Customer agrees that PODS may pick-up the container or reposition the container as needed under the circumstances and Customer further agrees to pay PODS a fee for any repositioning or pickup charge at PODS's standard rates as a result. In the event the Customer's container is either towed or a citation is issued due to the requested placement, Customer agrees to pay any and all respective towing and storage charges, fines, and penalties, as applicable, resulting from Customer's placement request. Moreover, Customer acknowledges that it is Customer's sole responsibility to ensure that the container is not obstructed so as to prevent the container from being retrieved on the scheduled pick-up date. If PODS is unable to pick-up the container for any reason outside of the reasonable control of PODS, Customer agrees to be pay for any pick-up fee at PODS' standard rates for each attempted pick-up.

By signing below, Customer agrees to the respective terms and conditions set forth in respective waiver and release section indicated above.

Customer Name: _____ ("**Customer**") Customer Signature: _____ Date: _____
CID: _____
PODS Driver Signature:_____ PODS Driver Name: _____

PROPERTY DAMAGE (TILT) WAIVER

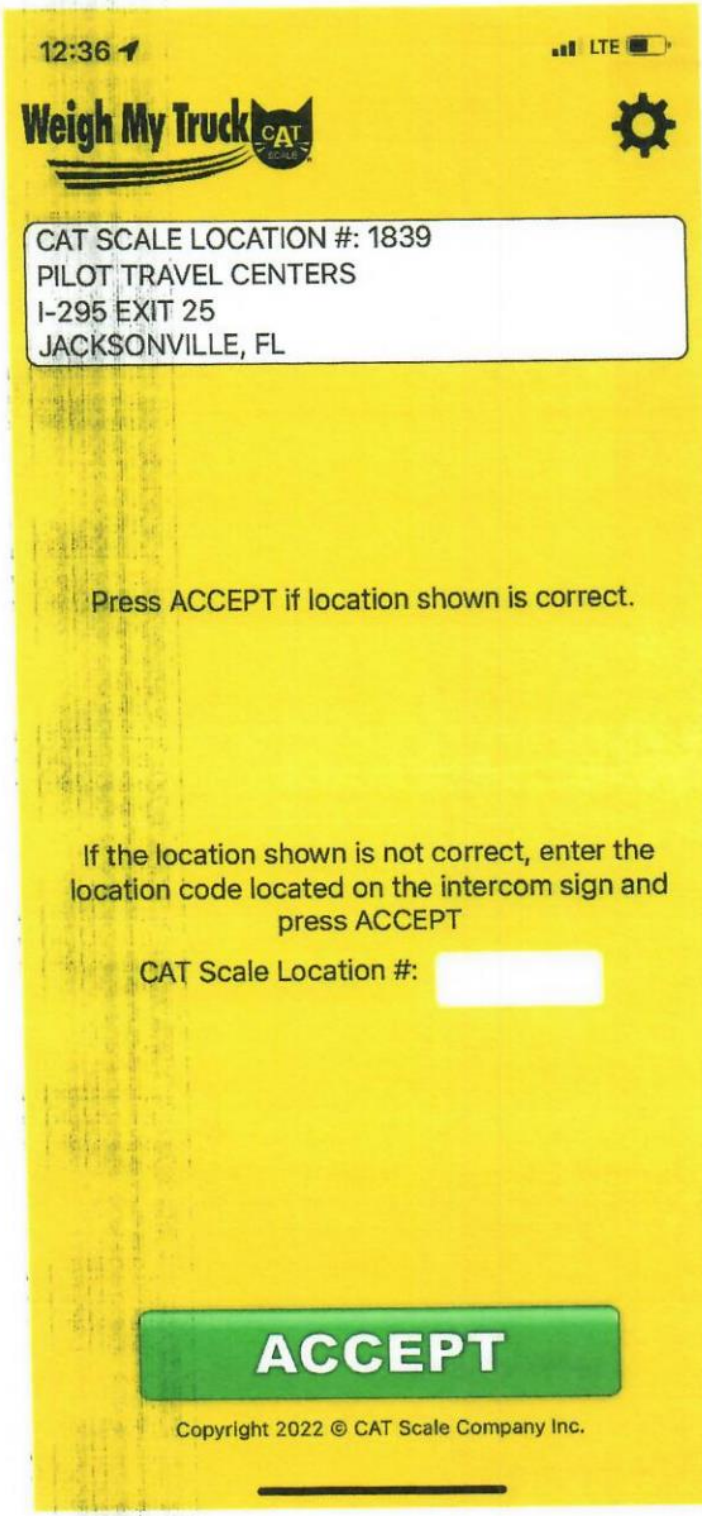
By signing below, the Customer (defined below) hereby authorizes PODS Enterprises, LLC ("**PODS**") to attempt to dislodge Customer's contents (the "**Activity**") from the container door that shifted during transit, subject to the terms and conditions set forth herein.

Customer is aware of and understands the potential for damage to or loss of Customer's stored property in Customer's container ("**Unit**") from the Activity. Customer agrees to assume any and all such risks, including, without limitation, the risk of damage to or loss of Customer's property arising from, based upon, or relating to participation in the Activity even if caused by the negligence of PODS.

Customer hereby releases and forever discharges PODS and each of its respective affiliates, officers, employees, and agents (collectively, the "**Releasees**"), from, and waives with respect to each Releasee and covenants not to sue any Releasee for, any and all liabilities, damages, costs and expenses of any nature whatsoever arising in connection with the Activity, including, but not limited to, damage to or loss of any stored property in the Unit that occurs from the Activity.

Customer Name: _____ ("**Customer**")
Customer Signature: _____
CID: _____
Date: _____

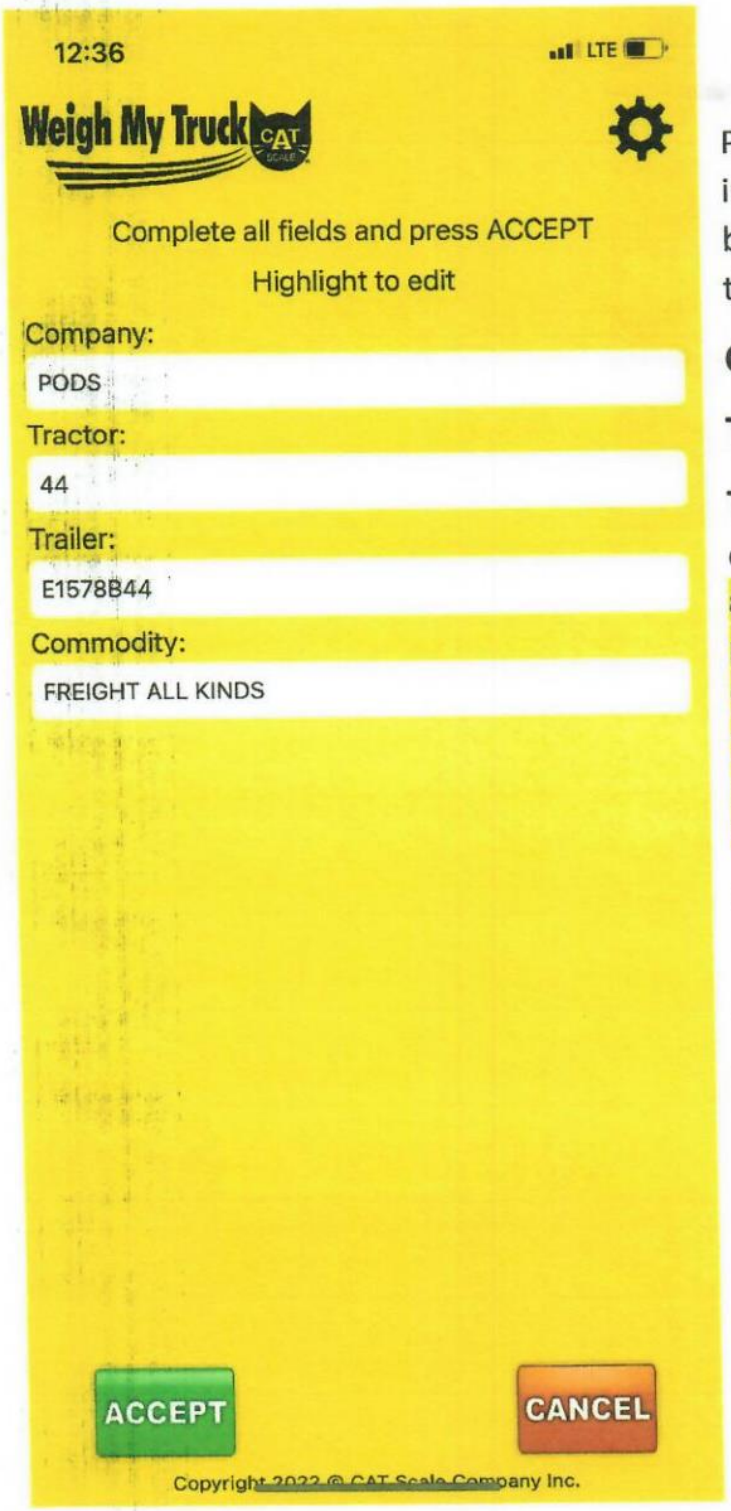
PODS Representative Name: _____
PODS Representative Signature: _____



Step One:

Please input CAT Scale location number.

Then click accept to move to next page.



Step Two:

Please fill out all requested information. All Fields need to be filled out in order to go to the next page.

Company: PODS

Tractor: Enter truck number

Trailer: Please input the container number. **(Note if you are weighting a full container please put F in front of the container number If you are weighting an empty container please put E in front of the container number)**

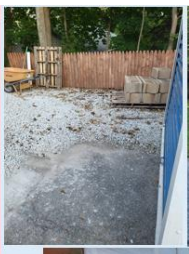
Commodity: Freight All Kinds

Then click accept to move to next page.

Cheetah Picture Guide

New Container Delivery & Redelivery (6)

	Good	Bad	Key Points
Container # with straps on Left & Right sides before leaving warehouse (2)	 	 	•Must be able to see straps secured with container # visible •Include 2 pictures, showing both sides secured
Where container will be placed before delivery (2+) Pre-existing Damage	 	 	•Include where container will be placed (wide-angle) •Additional pictures of all pre-existing damage
Back & Side (1)	 	 	•Picture should include rear end of container with one side, including proximity to surrounding area and structures, vehicles, etc.
Front & Other Side (1)	 	 	•Picture should include front end of container (door) with opposite side, including proximity to surrounding area and structures, vehicles, etc..
Close up of container #			•Container # should close up and legible

Warehouse Return & Final Pickup (5)	Surroundings of container before pickup with container # visible(2)	   	•Pictures should include front, rear and both sides of container, with container # visible, to show area around container before pickup begins
	Container # on truck with straps; from back of truck & side (1)	  	•Must be able to see straps secured with container # visible •Picture is from rear of truck down side towards front of truck
	Container # on truck with straps; from front of truck & side (1)	  	•Must be able to see straps secured with container # visible •Picture is from front of truck down side towards front of rear end
	Area where container was sitting (1)	  	•Picture(s) of area where container was, and immediate surrounding area. Ensure you are close enough to see detail, in case referencing is necessary

Current as of 19 July 2013



Quick Reference Listing (QRL) for Location Managers

FMCSA

SAFETY AND FITNESS ELECTRONIC RECORDS SYSTEM

WARNINGWARNING**WARNING

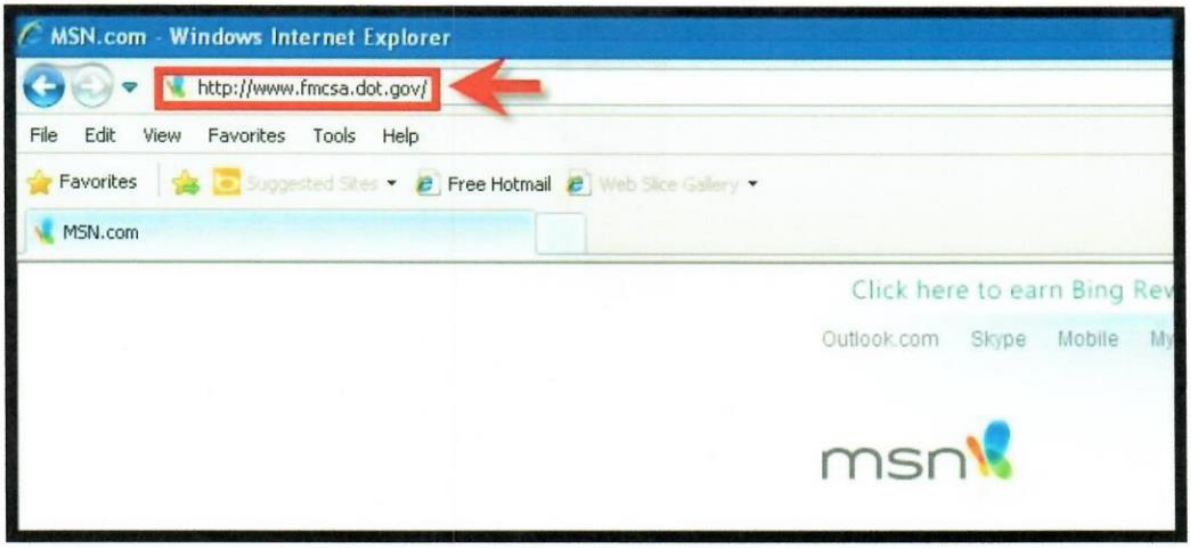
are accessing a U.S. Government information system. This information system, including all related equipment, networks, and network devices, is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system is prohibited, and may result in civil and criminal penalties, or administrative disciplinary action. The communications and data stored or transiting this system may be, for any lawful Government purpose, monitored, recorded, and subject to audit or investigation. By using this system, you understand and consent to such terms.

WARNINGWARNING**WARNING

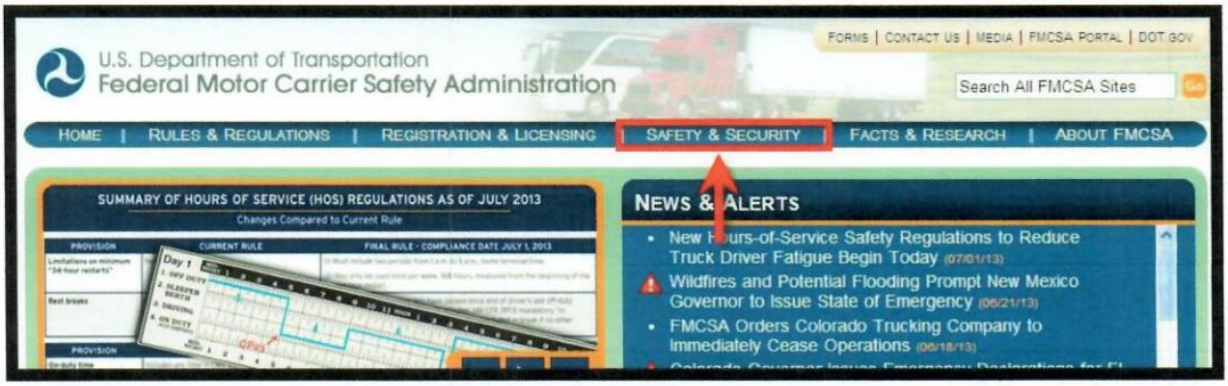
All information and screen shots have been captured directly from the FMCSA website and used in this quick reference listing

The FMCSA Safety and Fitness Electronic Records (SAFER) System offers company safety data and related services to industry and the public over the Internet. Users can search FMCSA databases, register for a USDOT number, pay fines online, order company safety profiles, challenge FMCSA data using the Data Qs system, access the Hazardous Material Route registry, obtain National Crash and Out of Service rates for Hazmat Permit Registration, get printable registration forms and find information about other FMCSA Information Systems

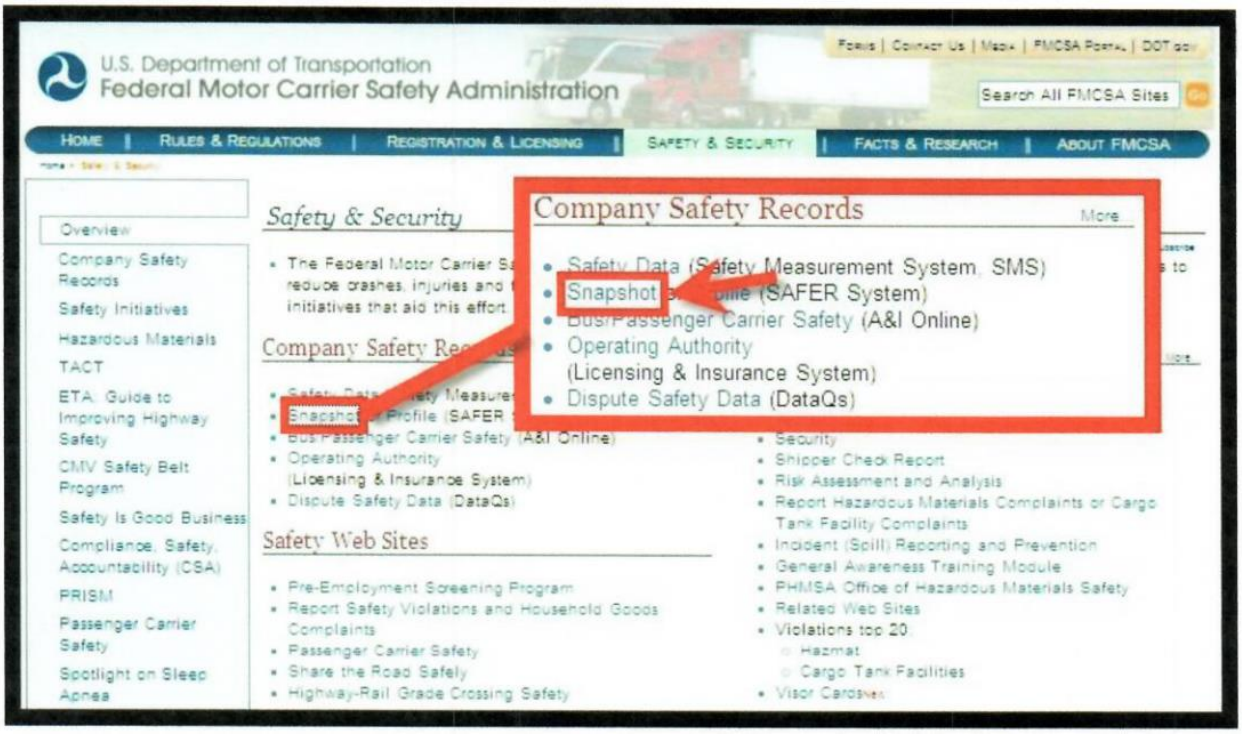
1. Begin by entering the website URL: http://www.fmcsa.dot.gov/



2. Click on Safety & Security tab located in tool bar on FMCSA website



3. Click Snapshot as highlighted



SOP: Driver Reporting of Property Damage

SOP Applies to: Corporate Operations, Franchise Operations

Prepared by	**Effective Date**
CI Pathfinders	4/1/2022

OVERVIEW:

In the interest of increasing our Customer Service (CSAT & KSAT), specifically with those customers who experience Property Damage, the PODS' Driver ("**Associate"**) must report with efficiency and accuracy any and all damage that occurs at time of delivery, container move or relocation, or pickup. Accordingly, this policy will outline the procedure for PODS' Drivers to report Property Damage that occurs in a timely manner.

Property Damage Claim Reporting:

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. If the customer is home, the driver shall inform the customer of the incident and that the incident will be reported immediately and thus claim process started. The driver shall then inform the Market Manager 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.

In addition to the driver reporting the damage through the Corp Ops Support Line, in the event the customer is not home, the Market Manager shall attempt to call the customer and notify of the damage and that the incident has been reported, and claim process started. Though an Advocacy Agent will proactively reach out to the customer, in the event customer requests a contact number to follow up with their claim, provide them with 1-800-776-PODS (7637).

Property Damage Claim Documentation:

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.

OVERSIGHT AND MONITORING:

Adherence to consideration of customer satisfaction is vital to the success of the PODS enterprise. Thus, any associate in violation of this policy may be subject to counseling and coaching, which can lead to performance improvements and/or termination of employment.

QUESTIONS/COMMENTS:

Any questions or comments surrounding this policy should be forwarded to Bryan Davidson, Continuous Improvement Specialist or Benji Dyches, Director of Risk Management.

SOP Revision History:

Date	**Revised by**	**Revision Description**
3/27/2023	Bryan Davidson	New
10/1/2023	Bryan Davidson	Updated Phone Number