PODS®

Welcome to the team!

2025 Associate Handbook

















PODS Enterprises, LLC
Employee Handbook

Effective Date:
January 1, 2025

THIS HANDBOOK IS NOT A CONTRACT, EXPRESS OR IMPLIED, GUARANTEEING EMPLOYMENT FOR ANY SPECIFIC DURATION.

Either the employee or the Company may terminate this relationship at any time, for any reason, with or without cause or notice. The Company expressly reserves the right to interpret, discontinue, review, modify of change any of its respective benefits, policies and procedures including those covered in this booklet, at any time with or without prior written notice.

No supervisor, manager or representative of the Company has the authority to enter into any agreement with the employee for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Any employment agreement shall not be enforceable unless it is a formal written agreement and signed by the employee and the designated Company representative after being reviewed and approved by Human Resources.

Dear Fellow Associates:

PODS is a leader in the moving and storage industry providing both residential and commercial services in 46 U.S. states, Canada, Australia, and the UK. Founded in 1998, PODS pioneered the portable moving and storage industry, now preferred by many customers' increasingly active and mobile lifestyles. To date, the PODS network has completed more than 6 million long-distance moves and has 270,000 PODS containers in service.

Our mission is to provide support and flexibility for all the ways life moves. We have a strong set of values that guide us: *We work as a team, We care*, and *We find a way*. Together, they lay the foundation to achieve our vision – helping our customers solve for how they move, store, and so much more.

As a new associate working at PODS, you play a very important role in the success of our overall organization. We have developed an onboarding process that will enable you to access a lot of information through our online system to assist you in preparing for your first day at PODS. Additionally, you will have a multitude of resources to support you over your first year of employment to make your experience productive and enjoyable.

Welcome to the PODS family!

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About PODS

Established in 1998, PODS is making moving and storage more convenient and less stressful through its innovative solution of delivering a level container and providing the customer with all the time they need to load and unload their container. Plus, we think our customers should be able to move or store their things without worrying about getting them back damaged. Whether they are moving or storing personal belongings or business equipment, we offer the right solution for their needs.

Headquartered in Clearwater, Florida, PODS is a privately-owned corporation with storage facilities across the country. Now in our 25th year, we are continuing to revolutionize the entire moving process through innovative solutions and partnerships that deliver personalized support for our customers.

PODS Core Values

PODS Mission:
Support and flexibility for all the ways life moves

PODS Vision:
Solving for how you move, store, and so much more

PODS Values:
We care
We work as a team
We find a way

About This Handbook

This Associate Handbook has been developed to familiarize PODS' employees ("associates") with the work culture and various principles, policies and procedures that have been established and maintained at PODS Enterprises, LLC ("PODS"). It is very important for you to read and understand the material in this handbook, as failure to comply with the outlined policies may result in disciplinary action, up to and including termination. The associate handbook is made available to all associates through our online training portal and is also housed on our intranet site. New associates will be assigned a course that asks the associate to read and acknowledge the handbook. All associates are required to complete this course as part of the associate's 90-day introductory period.

This handbook should be used as an outline of the basic policies, practices, and procedures for our organization. You should use this handbook as a reference to understand company-specific programs and policies, although it does not include all of PODS' policies and practices or all of the fine details.

This handbook does not form an express or implied contract or promise that the topic discussed in it will be applied in each situation. Accordingly, PODS retains the right to establish, change and abolish its policies, practices, rules and regulations as it sees fit. The application and

interpretation of these and other PODS policies and practices rests with PODS.

This handbook applies to PODS, including all subsidiaries and operating units.

Nothing contained in this Handbook shall be interpreted, applied, or intended to interfere with employees' rights to engage in protected concerted activity under Section 7 of the National Labor Relations Act.

If you have any questions regarding the contents of this handbook, please contact the Human Resources department.

Associate Relations Principles

PODS aims to provide each associate with fair and effective policies and asks each of you to strive to serve the company's best interests.

It is our intent to provide you with:

- Equal employment opportunities and treatment regardless of race, religion, color, sex, age, national origin, sexual orientation, disability or veteran status, and any other factors protected by local, state, or federal law.
- Adherence to Human Resources policies, including those relating to compensation, benefits, promotions, transfers, terminations, training, recruitment and self-development opportunities on a nondiscriminatory basis.
- A respectful work environment with teamwork and fair play, where you can strive to reach your full potential as an individual.
- Competitive compensation and benefits commensurate with the work performed.
- Established, reasonable hours of work based on the needs of PODS' customers.
- Compliance with applicable federal, state and local laws and regulations concerning our business and all of our associates.
- Appropriate training opportunities to perform the duties of your position; receptivity to your constructive suggestions which relate to your position, working conditions or Human Resources practices; and appropriate means for you to discuss matters of interest or concern with your managers.

PODS asks that you:

- Dress appropriately and maintain proper hygiene and grooming.
- Work with our customers, associates and vendors in a professional manner.
- Perform the duties of your position in an efficient manner, demonstrating high quality service.
- Work with your fellow associates as a fully contributing member of the team to reach team objectives.
- Adhere to the policies, programs and practices adopted by PODS.

PODS retains the sole right to exercise all managerial functions, including but not limited to, the right to:

- Dismiss, assign, supervise and discipline.
- Determine appropriate work times.
- Transfer associates within and among departments.
- Determine and change methods by which its operation is to be carried out.
- Assign duties to associates in accordance with PODS' needs and requirements; and
- Carry out all ordinary administrative and management functions

Federal and State Employment Practices

Equal Employment Opportunity

PODS provides equal employment opportunities to all associates and applicants for employment without regard to race (including, without limitation, hair texture and protective hairstyles), creed, color, religion, sex, national origin (including, without limitation, possession of a driver's license granted to an undocumented worker), ancestry, alienage or citizenship status, age, genetic information, physical or mental disability or handicap, medical condition, gender, marital/domestic partner status, familial status, military/veteran status, domestic violence victim status, gender identity of expression, sexual orientation, pregnancy, childbirth and related condition, or any other characteristic protected by applicable federal, state, or local laws.

The Equal Employment Opportunity statement applies to all terms, conditions, and privileges of employment, including but not limited to, recruitment, selection, hiring, training, placement, associate development, promotion, transfer, compensation, benefits, educational assistance, social and recreational programs, associate facilities, termination, retirement, and all other terms and conditions of employment.

Violation of this policy may result in disciplinary action, up to and including termination of employment or contract.

Diversity in the Workplace

Diversity is recognizing that there are many different individuals at work, each one with a unique set of characteristics, talents, gifts, skills, personality traits, physical abilities, background, appearances, thoughts, feelings, beliefs and viewpoints. It is the variety of these differences that make a healthy and successful workplace.

PODS recognizes that in today's global business environment, successful organizations and successful people within them are those able to recognize diversity. Each associate is unique and it is in the best interest of PODS to attract and retain people from all types of backgrounds. PODS promotes a workplace where diversity is not only accepted but expected.

Discrimination and Harassment

PODS is committed to providing a workplace free of sexual harassment, as well as harassment based on any of the characteristics listed in its Equal Employment Opportunity Statement above. PODS has a zero-tolerance stance on harassment of its associates by managers, supervisors, co-workers or business associates. PODS has the authority to determine, at its sole

discretion, whether actions by its associates violate this policy.

An associate who believes in good faith that he or she is being discriminated against or harassed by another associate, customer, vendor, supervisor or other third party should promptly notify their immediate supervisor or Human Resources, and the matter will be discreetly and thoroughly investigated. All complaints will be kept confidential to the extent possible, consistent with a proper investigation. PODS will take immediate steps to address any behavior that violates this policy. Disciplinary action, up to and including termination, may be taken when appropriate against the offender(s).

PODS will not allow any form of retaliation against individuals who report a violation of this policy to management in good faith or who cooperate in the investigations of such reports in accordance with this Policy. Employees who believe they have been subjected to retaliation should promptly notify Human Resources. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including termination.

Please refer to the Discrimination and Harassment Policy for complete details on this policy. Americans with Disabilities Act ("ADA"), Pregnant Workers Fairness Act ("PWFA"), and Reasonable Accommodation

PODS is committed to complying with the ADA and PWFA and will not discriminate on the basis of disability or pregnancy, childbirth, or related medical conditions in the recruitment, hiring, training, promotion, discipline, or discharge of employees. PODS will, upon request, make reasonable accommodations for qualified individuals with known disabilities if necessary for the performance of the essential functions of the position, unless doing so would result in an undue hardship or result in a direct threat to the employee or others. Employees should submit requests for reasonable accommodation to PODS' benefits service provider, The Standard ("PODS' Administrator"). All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as necessary or permitted by law.

PODS prohibits harassment or discrimination based on an individual's disability or retaliation because an employee has requested or received reasonable accommodation. Employees should use the procedures described in the Discrimination and Harassment policy to report any harassment, discrimination, or retaliation they believe they have experienced or witnessed.

Religious Accommodation Policy

PODS is committed to fostering an inclusive work environment that respects the diverse religious beliefs and practices of our employees. We will make reasonable accommodations for employees' sincerely held religious beliefs, unless doing so would cause undue hardship for the company. Employees who require religious accommodation should submit a written request to their supervisor or Human Resources. All requests for religious accommodation will be treated confidentially to the extent possible, and information will only be shared with those involved in the accommodation process.

PODS prohibits retaliation against employees who request or receive religious accommodations. Employees should use the procedures described in the Discrimination and Harassment policy to report any harassment, discrimination, or retaliation they believe they have experienced or witnessed.

Citizenship and Alien Status

It is PODS' policy, as an equal opportunity employer, to employ persons legally entitled to work in the United States without regard to citizenship, ethnic background or national origin. Accordingly, applicants for employment are not asked questions about citizenship or resident status.

In compliance with the Immigration Reform and Control Act, PODS must only employ those who are eligible to work in the United States. All associates, including new hires, are required to provide proof of eligibility to legally work in the United States. The Human Resources department is responsible for maintaining completed I-9s and requesting supporting documentation at the time of hire as well as re-verification of I-9s already completed. PODS participates in the E-Verify program to verify identity and eligibility to work in the United States.

PODS Culture

PODS is committed to treating its associates with respect and dignity and to providing them with excellent benefits, optimum working conditions and competitive wages. PODS understands that at times, associates have concerns and suggestions for improvements. PODS encourages its associates to speak up and take advantage of the open-door policy its managers follow and use our Whistleblower Hotline for situations that must be escalated. PODS listens to its associates and takes their comments seriously.

Pre-employment Hiring Requirements

Employment with the company is conditional upon the applicant successfully passing a background investigation. Certain positions may require additional screenings, including but not limited to, pre-employment drug testing, credit check, motor vehicle records check, verification of education, and verification of previous employment. All information obtained is kept strictly confidential.

Many positions at PODS require associates to obtain and/or maintain a valid license to perform their job and/or conduct business. Licensing requirements vary from state to state. If you have any questions about the specific licensing requirements for your position, please speak with your manager.

Introductory Period

Your first 90 days of employment are considered to be an introductory period. During this time, you will become familiar with the basic requirements and expectations for your job. Your supervisor will assess your skills, determine if your job performance meets the expected standards, and whether employment should be continued. The introductory period is a time for open communication by both parties.

Successful completion of your 90-day introductory period in no way guarantees continued employment. The employment relationship can be terminated at any time by either you or the company for any reason not expressly prohibited by law during or after the 90-day introductory period.

Employment-at-Will

Nothing contained in this handbook should be construed as a guarantee of continued employment. Unless you have an employment agreement providing otherwise, employment with PODS is on an at-will basis, meaning that the employment relationship may be terminated at any time by either the associate or the company for any reason not expressly prohibited by law. Any written or oral statement to the contrary by a supervisor, corporate officer or other agent of the company is invalid and should not be relied upon by any prospective or existing associate.

Work Environment

PODS strives to promote a harmonious and engaging work environment for all associates.

You can help maintain a professional and efficient work environment by keeping your work area neat and orderly. The display of personal items should be kept to a minimum. Please organize your desktop and work surfaces at the end of each workday.

Hours of Operation

Operating hours are seasonal and differ among our various offices, departments, factories and storage centers according to local customs and customer servicing needs. For example, drivers may be asked to work longer hours and weekends during the busy season to accommodate business needs. Please speak with your manager as each department's hours are dictated by the business and customer needs which determine hours of operation throughout the year.

Tobacco and Vape-Free Policy

PODS is committed to providing a safe and healthy work environment for all associates and has established a tobacco-free environment. Smoking is not permitted at any time inside any PODS company vehicle or facility, including private offices, or at any company-sponsored off-site meetings or events. The tobacco-free policy applies to all PODS associates as well as customers, vendors and other guests of PODS while they are on company property. Outdoor smoking areas are designated at each facility. Please note: tobacco use applies to all types of tobacco products and includes cigarettes, cigars, pipes, snuff, chew, vaping, and e-cigarettes.

Dress Code Policy

PODS believes that the success of our business is determined in part by establishing and maintaining a proper business atmosphere, which includes the image you project as well as your business conduct. PODS follows a smart casual dress code to create a successful business atmosphere. All PODS associates are expected to report to work clean, well-groomed, and use their best judgment in dressing appropriately.

> **Office Associates:** Smart casual attire is required for associates working in office environments. Smart casual wear encompasses many looks, but it is considered clothing that allows you to be comfortable at work yet always look neat and professional. We ask that you consider each day’s activities when determining what to wear (i.e., will you be meeting with a client in our office or at their office site or will you be attending a business luncheon, etc.). Clothing should be neat, clean, pressed and professional in style.
>
> **Drivers and Manufacturing Associates:** Associates performing significant physical labor as a normal part of their job will be allowed to dress in a manner deemed appropriate by their supervisor, considering the nature of the position. Uniforms displaying the PODS logo are provided by the Company to drivers and factory associates and should always be worn during the work shift. For positions where

wearing a uniform is not feasible, associates should dress appropriately for the work assigned.

Seasonal and/or inclement weather in different parts of the country may require associates to dress accordingly, but always maintaining the professional appearance expected by our customers. The PODS logo on uniforms and/or outer jackets should always be visible.

Maintaining well-kept hair, good personal hygiene, and general neat grooming is expected, both on Company premises and while representing the Company elsewhere. Cologne and perfume should not be used in excess.

For complete details on our dress code policy, please use the link: Dress Code Policy

For drivers and manufacturing associates, please refer to the Corporate Operations Appendix for further dress code details.

Code of Conduct

PODS' commitment to the highest ethical standards is a valuable asset that should be preserved and protected by all associates. You are expected to observe the highest standard of business and personal ethics while performing your duties for the Company. Some policies in this handbook may not be required by any specific law or ethical principle but have been adopted because they are sound business practices.

Although it is not possible to list every type of ethical conduct for you to follow or behavior to avoid, you must use your best judgment to decide whether your actions might violate the Company's ethical standards. To follow some of the basic principles you should:

- Practice honesty and integrity in all dealings with other Company associates, the public, the business community, customers, suppliers, and governmental regulatory authorities.
- Avoid conduct that may affect the Company's business operations – even if the conduct does not involve your job duties – in a situation where the credibility, effectiveness, reputation, or overall integrity of you or the Company may be damaged or called into question.
- Avoid any activity that would involve the Company in a practice that is not in compliance with the Code of Conduct or appears to be improper.
- Treat all company associates, customers, the public, the business community, suppliers and governmental and regulatory authorities in a respectful manner.
- Always provide the highest quality of service.
- Respond to inquiries and requests promptly and accurately.
- Always maintain professional business relationships.

For details on the Code of Conduct policy and to review the policy in its entirety, please use the following link: Code of Conduct

Anti-Bribery and Corruption Policy

PODS' Anti-Bribery and Corruption Policy ("ABC Policy") is designed to promote compliance with all applicable anti-bribery laws, including but not limited to the Corruption of Foreign Public Officials Act ("CFPOA"), which applies to interactions with foreign government officials; U.S.

Foreign Corrupt Practices Act ("FCPA"), which applies to interactions with foreign (non-U.S.) government officials; and the U.K. Bribery Act (the "Bribery Act"), which prohibits corrupt conduct with respect to both the public and private sectors. Please refer to the Anti-Bribery and Corruption Policy for complete details of this policy. The ABC Policy applies to officers, director-level and above associates, territory managers, commercial sales force associates and other designated individuals including independent contractors, as determined from time to time by the PODS Risk Management Committee. This policy supersedes any other PODS' policies (including any amendments to existing policies or addition of new policies) to the extent those other policies are inconsistent with or otherwise conflict with the ABC Policy.

Open-Door Policy

PODS maintains an open-door policy and strives for open and honest communication between associates, supervisors and throughout the company.

If you have any concerns or work-related problems, our open-door policy allows you to address issues in confidence without fear of reprisal, retaliation or discrimination.

Questions or concerns should first be discussed with your immediate supervisor. If you have concerns after talking with your immediate supervisor or if you feel uncomfortable going directly to your supervisor, you may discuss your concerns with your Human Resources Business Partner (HRBP) or the Vice President, Human Resources Operations.

Visitors in the Workplace

PODS believes in an environment that is conducive to work; therefore, only PODS associates during their regularly scheduled shift, and pre-authorized visitors conducting PODS' business, will be allowed in the workplace. Family and friends of associates are not permitted to visit the workplace without prior authorization from management. In cases of an emergency, associates will be called and asked to meet visitors outside of their work area. All authorized visitors are required to enter PODS through the main entrance. Please refer to the Visitors in the Workplace Policy and Procedure for complete details on this policy.

Pets in the Workplace

Except for service dogs or other animals used to guide or assist persons with disabilities, no pets or animals are allowed in the workplace. Proper documentation is required to verify service animals. Please refer to the Pets in the Workplace Policy for complete details on this policy.

Personal Phone Calls

Personal phone calls during working hours distract associates from their job responsibilities and may be disruptive to coworkers. Associates should limit the placing or receiving of personal calls during working hours to those required only in emergency situations.

Associates contacted by creditors or collection agencies should immediately inform the caller of this policy and end the call. They should then follow up with the agency in writing advising them not to call them at work. Please refer to the Personal Phone Calls Policy for complete details on this policy.

Personal Property

When you bring personal items of value to work, you should exercise reasonable care to safeguard them. These items should never be left unattended or in plain view. PODS does not

assume responsibility for the loss or theft of personal belongings or equipment, or damage to the same, and you are advised not to bring unnecessary amounts of cash or other valuables into the office.

Weapons Are Prohibited at the Workplace

PODS is committed to providing a safe work environment. Consistent with this commitment, PODS prohibits all associates from possessing weapons of any kind at the workplace. For purposes of this policy, the workplace is defined to include PODS' buildings, vehicles, outdoor areas, storage centers, call centers and parking lots. * Weapons include guns, knives, explosives and any item with the potential to inflict harm that has no common purpose. This list is illustrative only, and not exhaustive.

***Some state laws may differ**

Commitment to a Drug- and Alcohol-Free Workplace

PODS is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, this policy establishes PODS's intent to maintain a drug- and alcohol-free workplace. Being under the influence of alcohol or illegal drugs (as classified under federal, state, or local laws) while on the job poses serious health and safety risks to employees and others, which is not tolerated.

PODS expressly prohibits the following activities at any time that employees are either (1) on duty or conducting PODS' business, or (2) on PODS' premises (whether or not the employee is working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, or drug-related paraphernalia, including prescription medication that is not prescribed to the employee.
- The illegal use or abuse of prescription drugs.

The legal use of prescribed drugs is permitted on the job only if it does not impair an associate's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Associates violating this policy will be subject to disciplinary action including termination, even for a **first offense. ***

Certain positions require candidates to complete a pre-employment drug and/or alcohol screen. In these circumstances, employment is conditional on the successful passing of the drug screen with a negative result. Please refer to the Drug-Free/Alcohol-Free Workplace Policy for complete details on this policy.

***Some state laws may differ**

Workplace Violence

PODS has a strong commitment to its associates to provide a safe, healthy, secure and respectful work environment and opposes any form of violence in the workplace, to include, but not limited to, the threat of physical violence, verbally abusive behavior, possession of any weapons while on company property or company-sponsored events, fighting, destruction of

property and/or vandalism. Any associate engaging in any act of violence may be in violation of company policy and is subject to disciplinary action up to and including termination.

Associates are expected to report all violent threats and any other behavior which might indicate a tendency toward violence to a member of management immediately. All threats and unusual behavior will be taken very seriously and will be investigated by Human Resources. Please refer to the Violence in the Workplace Policy for complete details on this policy.

Mandatory Compliance Training

The purpose of this policy is to establish guidelines and expectations for completing mandatory compliance training. A mandatory compliance course/curriculum is defined as a course or curriculum (a package of courses) that has legal, safety and/or significant financial implications for non- compliance per PODS policy and/or governmental regulation or policy where applicable. A learner is defined as any associate that is enrolled in a PODS University course or curriculum. This policy applies to all associates with special circumstances noted as applicable. The mandatory compliance training policy is intended to provide guidance on how mandatory compliance training is defined and monitored for completion. For the full policy, click here.

Solicitation Policy

To protect associates from annoyance, harassment, and interference with their work, and to protect their rights under the law, the following rules apply concerning personal solicitation and distribution of literature.

PODS' policy restricts the solicitation and distribution of literature. This policy applies to associates of PODS as well as to individuals or groups not associated with the company. The following restrictions always apply:

- No associate may distribute literature or other materials during working time, in working areas or on PODS' systems.
- Information that is not directly related to the conducting of PODS business cannot be distributed on PODS' stationery.
- No associate may solicit for any charitable or community fund without authorization from management.

Individuals who are not associates of PODS may not solicit or distribute literature on company premises or property for any reason at any time. Associates are expected to advise individuals of this policy if unauthorized solicitation and/or distribution is observed. Associates who violate any of these rules will be subject to disciplinary action up to and including termination.

Confidentiality and Non-Disclosure of Trade Secrets

During their employment with PODS, associates may be given access to certain trade secrets of PODS or other confidential information, including but not limited to:

- **Technical information:** Methods, processes, formulae, compositions, systems, techniques, inventions, machines, computer programs and research projects.
- **Business information:** Customer lists, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans.

Associates must take all reasonable measures to protect trade secrets and confidential information from unauthorized disclosure or misuse. Associates shall not during, or at any time after the termination of employment with PODS, use for themselves or others, or disclose or divulge to others including future employees, any trade secrets, confidential information, or any other proprietary data of PODS in violation of this policy. Upon the termination of employment from PODS, associates must return to PODS all documents and property of PODS, including but not necessarily limited to, company-issued equipment, drawings, blueprints, reports, manuals, correspondence, customer lists, computer programs, and all other materials and all copies thereof relating in any way to the PODS' business, or in any way obtained by the associate during the course of employment.

Unauthorized disclosure or use of confidential information or trade secrets may result in disciplinary action, up to and including termination of employment, and may also result in legal action.

Associate Information Changes

PODS empowers our associates to have the ability to update and manage their personal information profile within the UKG platform. As part of that empowerment, we rely on our associates to update changes to the following items promptly should they occur:

- Name, address and telephone number
- Marital status and dependent information
- Person(s) to notify in the event of an emergency

Employment References/Verifications

It is PODS' policy to verify, upon request, employment references to other potential employers on former PODS associates. The information verified will only include dates of employment and associate's job title while employed. Other information will be divulged only as required by law or as recommended by the company's advisors. Verification of employment or income is administered by **TheWorkNumber.** Instruct the verifier to visit www.theworknumber.com or call 800-367-5690. PODS' employer code is 35889. The verifier must provide your Social Security number to **TheWorkNumber** to complete the verification.

WE ARE PODS Intranet

PODS offers associates access to real-time updates, resources and stories to ensure they have the information they need about the company. The We Are PODS Intranet houses a wide range of information, including policies, procedures, this handbook, company performance updates, staff news and other details on what is happening at PODS. Furthermore, access to all our systems and resources, including payroll, PODS University, benefits and more, is available from this homepage.

PODS University

PODS believes that learning and development are paramount when it comes to being our best. As such, PODS offers in-person and online e-learning classes, videos, how-to guides and more to ensure there is something for everyone depending on where they are in their personal and professional development.

Social Media Policy

At PODS, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with PODS, as well as any other form of electronic communication.

However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established guidelines for appropriate use of social media. This policy applies to all PODS associates, and as such associates should use the link to the Social Media Guidelines for additional guidance.

Employment of Spouses, Relatives, and Significant Others

Spouses, relatives and significant others of a currently employed worker generally are considered for employment on the basis of their qualifications. However, where the hiring or employment of an associate's spouse, relative or significant other would result in the types of prohibited employment relationships identified below, PODS will not consider or accept such applications for employment. Please refer to the Employment of Spouses, Relatives and Significant Others Policy for complete details on this policy.

- **A supervisor/subordinate relationship between a spouse, relative or significant other and an associate:** If a direct supervisory or managerial relationship would be established, spouses, relatives or significant others of a currently employed worker cannot be considered as applicants for an open position.
- **An actual conflict of interest or the appearance of a conflict of interest:** Generally, a conflict or appearance of a conflict prohibits the hiring or employment of an associate's spouse, relative or significant other in any position that has an auditing or control relationship to the associate's job.

Conflict of Interest

PODS associates should always act in the best interest of PODS and shall refrain from all conflicts of interest. If an associate becomes aware of, or involved in, a conflict of interest (or anything that could be perceived as such), they have a duty and must immediately disclose the details to their department supervisor/manager. Whether or not an associate feels as though they will be influenced by the conflict of interest does not relieve the associate from the obligation of having to disclose it. If an associate can influence a transaction, such as a purchase, contract or lease, it is imperative that the associate disclose the conflict to their supervisor/manager as soon as possible so that safeguards can be established to protect all parties involved. Please refer to the Conflict of Interest Policy for complete details on this policy.

Reporting Fraud-Related Issues

Building upon PODS' open-door policy, management encourages all associates to report any concerns, suspected or known instances of fraud. For this policy, the terms defalcation, misappropriation of assets and financial irregularities are centered on the core focus of attempting to deceive or misrepresent so that an individual or individuals could result in some

unauthorized benefit. An explanation of each fraud type is as follows:

- **Fraudulent Financial Reporting:** This represents any intentional misstatement or omission of information and disclosures in the financial statements. Examples include manipulation of recorded transactions such as reporting fictitious sales, contributions or related accounts receivables, deferring amounts that should be expensed, or omitting certain required expense accruals.
- **Misappropriation of Assets (Embezzlement):** This involves the theft of an organization's assets that causes the financial statements to conflict with generally accepted accounting principles. Examples include embezzling receipts, stealing assets, or making payment for goods not received or services not rendered.

Please refer to the Fraud Policy for complete details on this policy.

If you witness questionable activity involving fraud, we encourage that all instances be reported to your direct supervisor, Human Resources, or to our toll-free **Whistleblower Hotline at 877-869-7918, via email at reports@syntrio.com or via fax at 215-689-3885 (must include company name with email or fax)**. Our Hotline has been established so that you can report fraud-related incidents 24 hours a day, seven days a week.

All calls placed to the Hotline are totally anonymous and reported instances of fraud will receive prompt attention.

Alternatively, you can contact our Internal Audit department using one of the following methods:

1. **Phone:** 1-888-776-PODS and ask to be transferred to the Internal Audit Department (ext. 6360)
2. **Internal Audit Department Direct Line**: (727) 538-6360
3. **Standard U.S mail to:**

   PODS Enterprises, LLC
   Attention: Internal Audit 13535 Feather Sound Drive
   Clearwater, FL 33762

PODS assures all associates that when a report of fraud is communicated using either method, they can be assured that:

- A report will be opened, and this will be followed up with the appropriate management personnel. This will include management representatives from the executive group, senior management, Corporate Legal, Internal Audit and Human Resources.
- The report will be handled with complete discretion. All discussions concerning the issue will be considered confidential to the extent appropriate or permitted by law.
- Information about how the issue was addressed can be obtained at any time upon request.
- It is PODS' policy that no retaliation shall occur when a fraud instance is reported in good faith. Appropriate disciplinary action will be taken against those that retaliate against those who report such a violation.

Please refer to the Whistleblower Policy and Poster for additional details on this policy.

Pay Information

Pay Procedures

For all exempt roles, you will be paid by check or direct deposit on a biweekly basis so that the amount, method and timing comply with all applicable laws and regulations. You will normally be paid every other Friday.

For all non-exempt (hourly) roles, you will be paid by check or direct deposit on a weekly basis so that the amount, method and timing comply with all applicable laws and regulations. You will normally be paid every Friday.

If the regular payday occurs on a banking holiday, you will be paid on the last working day prior to the regular payday.

Pay Statement: As part of your paycheck or direct deposit advice, you will receive a statement showing your gross pay, federal, state and local tax withholding, Social Security taxes, benefits deductions and net pay. These amounts will be shown for the current pay period as well as year to date. As PODS strives to "go green," pay statements are electronic. To view pay statements, associates are directed to log into their UKG account.

Direct Deposit: If you choose to receive your pay via direct deposit, establishing direct deposits to your bank or other financial institution will normally take one full pay period after the request is received by Payroll. This applies to new associates requesting direct deposit and to current associates changing financial institutions for direct deposit. During this time, you may receive regular negotiable checks. To avoid receiving a paper check when adding or changing account information, please provide documentation of your account provided by your financial institution to podspayroll@pods.com.

Pay Card: In addition to payment through direct deposit, PODS offers a voluntary option to elect for a pay card. Associates should contact podspayroll@pods.com to initiate and authorize setup.

Lost or Stolen Paycheck: If your paycheck is lost or stolen, you should notify Payroll immediately by emailing podspayroll@pods.com. The Payroll team will attempt to stop payment on the check and reissue a new check. It can take up to five business days to do a stop payment and reissue a new check. You may be responsible for any bank fees associated with a stop payment or direct deposit reversal. Fees associated with a stop payment check are subject to financial institution costs and will be communicated at the time of a stop payment request.

PODS operates on a direct pay system. This means that paychecks **cannot** be cashed prior to the date of the check. This includes checks that may be distributed prior to the normal paycheck distribution schedule due to an associate's time-off period. To avoid costs charged back to PODS, we ask all associates who receive paper paychecks not to deposit the check until the date listed on the payroll check.

Payroll Deductions

Payroll deductions are either mandatory or voluntary. Mandatory deductions are required by law, court order, or some other legal authority. Voluntary deductions such as insurance premiums, credit union or savings accounts are activated only after the Payroll department receives your written request.

Incentives/Gift Cards

Gift cards purchased with Company funds and awarded to associates are considered taxable income per IRS tax rules and subject to withholdings. IRS regulations stipulate that the value of a gift card must be included in the recipient's gross income regardless of the amount. The value of gift cards given to associates is required to be reported to the Payroll office as taxable wages.

Please refer to the Incentive and Gift Card Policy for further details.

Blue Door Recognition Program

Blue Door is PODS' recognition program powered by Assembly. Blue Door is a modern and easy-to-use digital recognition platform offering many opportunities for collaboration and recognition among PODS associates.

The platform features a private social feed where associates can recognize and engage with leaders and peers across the organization. Associates can connect through this feed in ways not possible before to recognize accomplishments and express appreciation, across the hall or country.

When associates receive PODS Coins through Blue Door recognitions, they can redeem them for rewards like e-gift cards, PODS-branded merchandise, or charitable donations. PODS Coins do not expire, so associates can accumulate and redeem them at any time.

Per IRS regulations, gift cards redeemed through Blue Door are considered taxable income regardless of value. To account for this, each quarter PODS will adjust associates' pay to ensure proper tax withholding when gift cards are redeemed.

To maintain appropriate use, PODS monitors Blue Door activity and may remove inappropriate posts or limit associate access as needed. For more information, refer to the Blue Door Recognition Policy.

Timekeeping for Payroll

PODS associates record hours worked by completing a timecard in UKG and are responsible for the accuracy of the time reported. Associates are to report to their assigned workstation no more than five minutes before the scheduled start time. Arriving more than five minutes after the start of the shift will be considered late. Associates are responsible for recording their own time and must not record time for another associate. Failure to abide by this procedure may result in counseling action or immediate termination of employment. If there is an error in the time record, associates must report it to their supervisors before corrective action can take place.

Associates must complete the PODS Missed Punch Form for any and all missed time punches.

Breaks and Meal Periods for Hourly Associates (Non-Driver Positions)

Two (2) 15-minute breaks per eight-hour shift* may be granted by PODS management. The breaks are to be used in the first half and then second half of the work shift. Breaks may not be used in lieu of late arrival or early departure, nor may they be used to extend meal periods. Associates may not leave the surrounding premises during break times. Breaks must be taken in a designated break area on company property.

Hourly associates are also entitled to a 30-minute unpaid meal period per eight-hour shift, which will be scheduled by a supervisor based on business necessity. *

Associates must clock in and out at the start and end of their shift and must clock out during their assigned meal period and clock in upon their return. Associates must be completely relieved of their duties during their scheduled meal period.

Associates who choose to leave the company premises during their scheduled meal periods, or for personal reasons pre-approved by their supervisor, must clock out. Meal periods may not be used in lieu of late arrival or early departure.

***Some state laws may differ**

Drivers should refer to the Hours of Service (HOS) Rules in the Corporate Operations Associate Handbook Appendix for applicable break and meal period rules.

Overtime Policy

PODS attempts to provide effectively managed workflow through adequate staffing levels to avoid situations where overtime becomes necessary. However, there are times when associates may need to work more than their standard scheduled hours per week in order to provide quality service to customers, meet deadlines or complete special projects.

PODS complies with all provisions and record-keeping requirements of the Fair Labor Standards Act (FLSA). If you have questions regarding your status under the FLSA, contact your HRBP. You should also check each time you are promoted or transferred to a different position.

PODS complies with all state and local wage and hour overtime variations required by law. The following time is considered eligible overtime for non-exempt (hourly) associates:

- Any hours worked that are over 40 within the designated pay **week. *** Overtime hours should be scheduled and approved by your manager. PODS reserves the right to counsel, coach, and/or issue disciplinary action to associates who work unauthorized overtime.
- Emergency requests from your manager to extend working time.

***Some state laws may differ**

Overtime rules for non-exempt associates include:

- You should not work more than your scheduled hours unless you have been specifically requested to do so and/or have received prior authorization from your manager.
- All time worked up to 40 hours will be compensated at the regular rate of pay regardless of the day **worked. *** If you are required to work overtime, you will be compensated at an hourly rate of one and one-half times your regular rate of pay
- PODS' work week is defined as Monday through Sunday.
- Hours worked means time spent on the job. It does not include non-worked hours away from work due to PTO or holidays even when those days are compensated.

Non-worked hours include: Paid time off, jury duty, bereavement, unworked paid, paid sick leave, and holidays.

- Any hours worked on company holidays in addition to your regular hours for the week

and up to 40 hours will be calculated at your normal rate of pay. No state law requires that non-worked time be paid any other rate than the regular rate of pay.

The following time is not considered eligible:

- Training sessions or lectures voluntarily attended outside of work hours
- Meal or break periods
- Waiting time before start of work
- Overnight travel away from your home city

***Some state laws may differ**

Social Security

The provisions of the Federal Insurance Contribution Act (FICA) and Medicare (MEDI) cover you while employed. FICA and Medicare benefits are often a significant consideration for you and your family in retirement planning. Your FICA and MEDI payroll deductions are matched (up to standard limits) by PODS and credited to your federal Social Security account.

Expense Reimbursement/Purchasing Policy

The purpose of this policy is to establish guidelines and expectations for completing expense reimbursement reports. Any deviations from this policy must be approved by the Controller or CFO **prior** to the expense being incurred. This policy applies to all PODS associates. For full policy details, please review the Expense Reimbursement Policy.

PODS has set procedures and guidelines around purchasing and the approvals needed for certain thresholds. The Board of Directors is responsible for establishing the purchasing limits for PODS. Operating within the Board-determined guidelines, PODS' executive and senior leadership have designated associates within their respective departments as approved purchasers and have allocated purchasing limits that operate within the guidance communicated by the Board. For full policy and procedure review, please review the Purchasing Policy.

Benefits Information

PODS full-time regular and seasonal associates (regularly scheduled for 30 or more hours per week) have many benefit options available. Benefits are not available to contractors, temporary, or part-time associates working for PODS.

Details regarding our comprehensive benefits package will be provided to you by the Human Resources department prior to your benefits eligibility date and should be reviewed carefully. PODS will provide a monthly company contribution toward your health insurance cost based on your participation in the current Wellness Program initiative and whether or not you use tobacco products.

Enrollment in our benefit plans is completed online at https://embbenefits.com/pods-home/. Initial enrollment must be completed within the first 30 days of your employment in order to be eligible for benefits during the current plan year.

All benefits go into effect on the first day of the month following 30 days of continuous, full-time employment for all associates. (This benefit is subject to change at the discretion of the

company). Benefit deductions will start on the pay date for which the effective date is within the pay period. For additional information on our benefits plan options, please refer to the Benefits Overview Guide.

Current Benefit Options

Voluntary Benefits

- Medical Insurance – Aetna
  - Teladoc
  - Aetna Concierge
- Dental Insurance – Aetna
- Vision Insurance – Aetna
- Voluntary Life Insurance for Employee, Spouse & Child(ren) – The Standard
- Voluntary AD&D Insurance for Employee, Spouse & Child(ren) – The Standard
- Health Savings Account – WEX
- Flexible Spending Account – WEX
- Commuter (Transit & Vanpooling) – WEX
- Dependent Care Flexible Spending Account – WEX
- Long-term Disability Insurance – The Standard
- Employee Assistance Program (EAP) – The Standard
- Non-Union 401(k) Retirement Savings Plan – Fidelity
- Additional Voluntary Benefits
  - Accident Plan & Critical Illness – Aetna
  - Hospital Indemnity – Aetna
  - Legal Plans Program – Metlaw Hyatt
  - Identity Theft Program – ID Watchdog
  - Pet Insurance – Nationwide
  - Universal Life with Long-Term Care - Trustmark

Employer-Paid Benefits

- Basic Life Insurance – The Standard
- Short-term Disability Insurance – The Standard

For clarification of the benefits, please refer to the appropriate Summary Plan Description (SPD) located on the Benefits portal. If you have questions regarding the details of your existing benefits plans, contact Aetna's Concierge Services or benefits@pods.com.

Cafeteria Plans

The Section 125 Cafeteria Plan allows you to contribute "before-tax" dollars to pay for your coverage under a portion of the Company's benefit plans (e.g., medical, dental and vision coverage). By paying your premiums with "before-tax" dollars, you may reduce the amount of

income and Social Security taxes that you otherwise would be required to pay. The elections you make during the Cafeteria Plan enrollment period are effective for the entire 12-month plan year. You cannot change your elections during the year unless you experience a qualified life event. Refer to the qualified life events section of this guide.

If you have experienced a qualified life event, you must submit the request within 30 days of the event date. If you have questions, contact benefits@pods.com.

Qualifying Life Events/Changes to Enrollment

Annual Open Enrollment is the only time during the year that you and/or your eligible dependents may join or exit any of the health insurance plans or the Flexible Spending Account (FSA) without experiencing a qualifying life event. Benefits with before-tax deductions are governed by the IRS. The government does not allow you to change your benefit selections during the year unless you have a qualifying life event change. A qualifying life event is defined as: change in marital status (marriage, death or spouse, divorce, or legal separation), change in number of dependents (including birth, adoption, and placement for adoption or death), change in your spouse's employment resulting in loss or gain of coverage, or qualified medical support order issued by a government entity. Associates must notify a benefits representative in Human Resources of status changes within 30 calendar days of the qualifying event date. Qualified life events must be submitted at www.pods.com/benefits. Documentation will always be required. If you do not submit the request within 30 days of the qualified event, you will have to wait until the next annual enrollment to make changes.

Non-Union 401(k) Retirement Savings Plan

PODS non-union 401(k) retirement savings plan provides an excellent way for associates to work toward their future financial security. The plan offers an employer discretionary matching contribution, a wide array of investment choices, control over your account and investments, and account access to manage your plan. Please refer to the Benefits Overview Guide located on the We Are PODS intranet for plan details, provider information and eligibility requirements.

Educational Assistance Reimbursement Program

PODS recognizes that the development of its associates' potential and the expansion of their formal education and learning experience contribute significantly to the growth and development of the company. For this reason, PODS sponsors the Educational Assistance Reimbursement Program. The program is designed to encourage and aid associates in taking job-related and other approved courses.

All full-time, regular associates who have completed a minimum of one year of employment with PODS are eligible to receive up to $5,250 per year for educational assistance as long as:

The criteria for reimbursement has been satisfied, (2) Administrative procedures have been followed, and (3) Approval is granted. Upon course completion, associates will be reimbursed as follows:

- 100% with a grade of "A" or "B"
- 75% with a minimum grade of "C"

For additional information or to obtain an application, please refer to the link below: Educational Assistance Reimbursement Program Requirements and Application

Paid Time Off and Leaves of Absence

Paid Time Off (PTO)

PODS believes that associates need time away from work each year for rest and relaxation, sickness and for personal business. This PTO policy reflects the PODS corporate philosophy that time off is important to each associate's personal and professional life. The comprehensive policy encompasses vacation, sick and personal time. PTO will coincide with the calendar year and will run from January 1 through December 31.

Full-time regular associates working a fixed schedule of 30 or more hours per week are eligible to begin taking accrued PTO after they have completed their **initial training period** of employment within their department. Non-exempt associates will accrue PTO on a weekly basis and Exempt associates will accrue on a biweekly basis. Associates are encouraged to speak with their management team on any time-off requests and eligibility.

Unless otherwise specified by applicable law (including states with paid sick leave laws), associates must use their accrued PTO in the same year. PTO hours may not be carried over into the next year.

Associates hitting a milestone anniversary (detailed in the following chart) will have their accrual rate increased effective their milestone anniversary date.

PODS PTO schedule chart detailing non-exempt weekly accrual rates

Length of service	Weekly Accrual rate	Annual Limit
< 1 year	1.85 hours	12 days
After 1 year	2.31 hours	15 days
After 2 years	2.62 hours	17 days
After 5 years	3.08 hours	20 days
After 10 years	3.85 hours	25 days

PODS PTO schedule chart detailing exempt accrual rates

Length of service		Salaried	Director	Vice President
< 1 year	**Biweekly Accrual**	4.62 hours	5.55 hours	6.15 hours
	Annual Limit	15 days	18 days	20 days
After 1 year	**Biweekly Accrual**	4.62 hours	5.55 hours	6.15 hours
	Annual Limit	15 days	18 days	20 days
After 2 years	**Biweekly Accrual**	5.55 hours	5.55 hours	6.15 hours
	Annual Limit	18 days	18 days	20 days
After 5 years	**Biweekly Accrual**	7.08 hours	7.08 hours	7.7 hours
	Annual Limit	23 days	23 days	25 days
After 10 years	**Biweekly Accrual**	8.62 hours	8.62 hours	8.62 hours
	Annual Limit	28 days	28 days	28 days

Associates should make every effort to schedule their PTO with a reasonable amount of advance notice before taking the time off. If PTO is being used for illness, associates are expected to follow the call-out procedure outlined in the Time and Attendance Policy. All PTO requests must be submitted and approved prior to taking the time off.

- **Non-exempt Associates** – PTO can be taken in any increment.
- **Exempt Associates** – PTO can be taken in 4- or 8-hour increments, unless otherwise approved.
- PTO will be tracked through and reported to Payroll. PTO will be deducted for any absences other than prior approval for time off during slow business periods or with management approval.

Associates may use their annual PTO allotment at any time during the current calendar year. PTO requested prior to accrual must be approved by the associate's manager and should not exceed the total accrual allowed for the current year.

***Some state laws may differ**

Volunteer Time Off Policy (VTO)

PODS encourages associates to become involved in their communities, lending their voluntary support to programs that positively impact the quality of life within these communities. PODS offers associates the opportunity to serve as a volunteer in 501(c)(3) non-profit community programs that are either of personal interest or are corporate-sponsored initiatives.

Associates are eligible to take up to 8 hours per year (1 day) to participate in their specific volunteer program. Volunteer time must be requested in advance and when possible, should be scheduled to help with the coordination of other work-related responsibilities. Volunteer time should not conflict with the peak work schedule and other work-related responsibilities, create the need for overtime or cause conflicts with other employees' schedules. All regular, full-time associates are eligible for this benefit and must be meeting or exceeding performance standards to participate.

For the full policy and guidelines, please refer to the Volunteer Time Off Policy for further details.

Paid Holidays

Full-time regular associates working a fixed scheduled of 30 or more hours per week will be granted paid time off on the holidays listed below. If eligible non-exempt associates work on a recognized company holiday, they will receive eight hours of holiday pay plus wages at their straight-time rate for the hours worked on the holiday. If eligible non- exempt associates do not work on a recognized company holiday, they will receive eight hours of holiday pay and cannot submit a PTO request for the same day/times.

Hourly associates are required to work the last scheduled full shift immediately preceding and the first scheduled full shift immediately following the holiday to be eligible for holiday pay. Paid time off for holidays will not be calculated as hours worked for the purpose of determining overtime.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday for areas of the business normally closed on Saturday. In areas of the business with operational hours on

Saturday, the holiday will be observed that day. A recognized holiday that falls on a Sunday will be observed on the following Monday. If a recognized holiday falls during an eligible associate's paid absence (e.g., PTO), the associate will be eligible for holiday pay. Associates on any leave of absence are not eligible for holiday pay.

List of Company Paid Holidays:

- New Year's Day (January 1)
- Dr. Martin Luther King Jr. Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas (December 25)

Certain departments may be operational on a recognized company holiday. We encourage you to speak to your manager to determine if any recognized holiday is an operational day within your department.

Bereavement

Full-time associates may be granted paid leave to attend a funeral or deal with matters related to the death of an immediate or extended family member as outlined below. This benefit is not subject to any waiting or eligibility period. The Human Resources department reserves the right to request proof of familial relationship and proof of death upon associate's return to work. Bereavement leave is separate from and will not affect an associate's PTO use.

Type of Relation	Bereavement Leave
Spouse or child/legal dependent, Parent/legal guardian, spouse's parents	Up to 5 days
Immediate family member (grandchildren, siblings, step relations and grandparents)	Up to 3 days
Extended family member (aunts, uncles, cousins and great-grandparents)	1 day

In the case of the death of someone an associate is close to but is not considered an immediate family member as defined above, the associate may be granted time off by their management team and may apply any PTO to these approved days away from work.

***Some state laws may differ**

Jury Duty

If you are called for jury duty, you will be required to provide the jury summons notice as proof to your management team and the Human Resources department. Regular pay and benefits continue during jury duty, up to three days per calendar year. Upon your return to work, you must present documentation to the Human Resources department from the court reflecting the actual number of days you served as a juror or served as a juror waiting to be called. This document is automatically generated at the end of your serving period by the court's secretary.

Do not leave the courthouse without this document or you will not be paid for that time.

Jury Duty Procedures and Guidelines:

- Associates are required to notify the courts on their summons that they will be paid by PODS for up to three days of service.
- Payment by the court for parking and mileage to an associate called for jury service shall not be considered part of jury duty pay.
- The associate shall provide proof to PODS of the number of days of service and the compensation received for such service.
- The associate must notify his/her supervisor prior to the beginning of such a leave of absence. Proper notification must include a letter from the court stating that appearance for jury duty is required or a court-issued subpoena.

***Some state laws may differ**

Military Service

Some associates have military obligations that must be fulfilled. These obligations may include, but are not limited to, training in the reserves, temporary call-ups to the National Guard in response to emergency conditions and/or natural disasters, and temporary conversion from reserve to active-duty status in the case of national emergencies (wartime conditions).

The Uniformed Services Employment and Reemployment Rights Act (USSERA) requires that an employee or a responsible military official provide advance notice to the employer of military service. The notice may be verbal or written. Notice is not required if the giving of notice is precluded by military necessity or is otherwise impossible or unreasonable. Associates on military leave may use their accrued PTO time not yet used prior to or while on leave. Any PTO time not yet accrued at the time of military leave cannot be used or applied but the associate will be guaranteed re-employment upon discharge. PODS is committed to fully complying with USERRA and protecting the job rights and benefits of its associates.

Personal Leave of Absence

The personal leave of absence is designed to allow for extended time away from work for extenuating circumstances separate from taking vacation time (PTO), an absence because of an occupational/workers' compensation injury (unless not eligible for FMLA protection), absences covered by FMLA, working for another company (including self-employment), or for educational purposes.

All full-time, regular associates may be eligible for a personal leave of absence. The approval of the personal leave will be determined by the needs of the business at the time the leave is requested. Please refer to the Personal Leave of Absence Policy for complete details on this policy.

Family Medical Leave Act (FMLA)

In compliance with the Family and Medical Leave Act of 1993 (FMLA), PODS associates may be eligible for up to 12 weeks of unpaid leave in a rolling 12-month period. Associates must have worked for the company for at least 12 months and have worked at least 1,250 hours in the previous 12 months. Per PODS leave policies, all accrued and unused PTO must be utilized concurrently with any unpaid leave and will be assigned in conjunction with FMLA.

Leave may be taken for the following reasons:

- The birth of a child or placement of a child for adoption or foster care.
- To bond with a child (leave must be taken within 1 year of the child's birth or placement).
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition.
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job; or
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

The above is a brief summary of FMLA. If you have questions or are interested in taking this leave, contact PODS' FMLA service provider, The Standard, or PODS' benefits representative in Human Resources. PODS' benefits representative may provide you with a copy of the complete and detailed policy for FMLA. Under federal and state regulations, PODS cannot interfere with, restrain or deny you the opportunity to exercise your right to take FMLA leave. You cannot be discharged or discriminated against for inquiring about or requesting FMLA leave.

Note: The FMLA does not supersede any state and/or local laws providing greater family or medical rights than those provided by FMLA. If your leave qualifies for FMLA leave and leave under state law, the leave used counts against your entitlement under both laws.

Family Leave Benefits

PODS strongly believes in and emphasizes providing world-class benefits, not only to our associates, but to their families as well. PODS is proud to offer both maternity leave benefits and an enhanced family leave to support and promote associates of PODS as their families grow.

Maternity leave benefits offer six or eight weeks of paid maternity leave for childbirth that covers 100% of the new mother's pay at the time the leave starts. Eligibility of six or eight paid weeks is contingent on the type of birth mothers give to their newborn.

To review eligibility and full policy details, including pay schedule and maternity recovery leave request forms, please review the Maternity Leave Benefits policy.

Enhanced family leave offers up to four weeks of paid leave for adoption and/or co-parent leave. This benefit is available to full-time associates who qualify and are approved for FMLA for the birth or adoption. To review eligibility and full policy details, please review the Enhanced Family Leave policy.

Benefits While on Leave of Absence

Where applicable, PTO will be applied to cover state-mandated wait time between last day worked and approved leave benefit start date.

While on any leave, associates do not accrue PTO. Also, during any leave of absence, it is the associate's responsibility to continue to pay his or her share of benefit contributions. Failure of the associate to pay his or her share of the premium for 45 days may result in a loss of coverage under our group plan.

***Some state laws may differ**

Internal Job Openings, Transfers, Promotions, And Referrals

Internal Job Postings

Open positions are posted internally in UKG under My Company > View Opportunities. Internal job postings are restricted to associates who have been in their current position for a minimum of six months, have a satisfactory work record with the company, which includes good attendance, have no counseling write-ups within the last six months of applying for a position, and meet the minimum requirements of the position.

Interested internal candidates should apply through the online posting system. All discussions regarding an associate's interest in a posted position must originate with the associate's immediate supervisor or manager. For additional information regarding a posted position, the associate should contact a recruiter in Human Resources, not the manager of the department posting the position.

Promotions and Transfers

PODS will attempt to promote qualified associates when feasible. In making selections for job promotions, management will give consideration to various factors including, but not limited to, job knowledge, experience, ability, initiative, quality of work, attendance, punctuality, cooperation, dependability, and seniority. Transfers between jobs, departments or locations will be considered based on the facts and circumstances of the situation.

Associate Referral Program

Please refer to the Associate Referral Program Policy and Procedures for information on our current associate referral program.

Time and Attendance Policy

It is essential to the success of our business that associates arrive at work on time and be at their station ready to begin work for their scheduled shifts. While we understand that circumstances arise in our lives that may, on occasion, make this difficult, it is imperative that we each make the effort to ensure that these are isolated situations.

This policy applies to 'unscheduled time away,' which is any time away from your scheduled shift due to absences, late arrivals or early departures that are not pre-planned or not excused. This time and attendance policy also focuses on the associate managing his/her own attendance in the following key areas: regular attendance and proper call-in procedures when unable to come to work.

General Guidelines

If you are going to be absent or late, the procedure is to personally notify your supervisor, and/or the designated call-in line, for each day missed, with as much advance notice as possible, but a minimum of one hour prior to every scheduled shift.

- Email/text is not considered proper notification and will be considered a No Call/No Show

- If you are out of work for less than three days, each day will be counted individually.
- You must provide a return-to-work notice in order to return to work after two days of being ill.

If a return-to-work notice is provided for the days missed, it will be recorded as one unexcused absence for up to three consecutive days missed. Return-to-work notices will not be accepted for anything less than two days missed and should be turned into your direct supervisor. Doctor's notices/bill will not be accepted.

- PTO will be automatically applied for unplanned time missed, if available.
- You should never:
    - Punch in or out for another associate,
    - Work unauthorized hours or overtime,
    - Work off the clock, or
    - Falsely record your time.
- Inappropriate recording of time will be addressed as a serious violation of PODS policy and will result in corrective action up to and including termination.
- If you are absent from work without notifying your supervisor or the designated call-in line for three consecutively scheduled days, you are considered to have abandoned your job.
- Drivers who fail to complete their routes without prior approval could be considered to have abandoned their shift and will be subject to corrective action up to and including termination.

Chart of 6-Month Infraction Situation and Points

Rolling 6-month time period	
Situation	**Infraction**
Excused absence: Pre-approved time off and manager discretion	0 points
Unexcused absence: Missing scheduled work time of more than ½ of your scheduled shift or overtime (voluntary or mandatory)	2 points
Late arrivals: Unexcused late arrivals of less than ½ of your scheduled shift	1 point
Early departures: Unexcused early departures which result in missing less than ½ of your scheduled shift	1 point
Failure to call in or notify: Late arrivals or early departures	1 point
No call or No show: Failure to call in and show up for your shift	4 points
Inappropriate time-recording activities	Managed by code of conduct policy

- PODS reserves the right to take disciplinary action, up to and including termination, at any time it believes an associate is abusing the attendance policy or otherwise has shown a pattern of behavior such as tardiness and/or absenteeism.
- Absences related to approved FMLA, bereavement leaves, jury duty or military leaves, and any other leaves protected by law are excluded from this policy.
- This policy does not apply to the first day of emergency situations (life-threatening events to you or your "immediate family," defined as having co-dependency from an

economic or blood relationship). Manager discretion may apply.

- Sales and Service associates should reference the SSC Appendix to review the separate attendance policy that is enforced within your respective department.

If your behavior does not meet the needs of the business, the unacceptable behavior will be addressed by your supervisor. In most instances, time and attendance-related behavior which falls outside of PODS' expectations will be addressed with the following corrective action (CA) step schedule:

Chart of 6-Month Infraction Points and Corrective Actions

Rolling 6-month time period	
Point accrual	**Corrective action steps**
Minimum of **6 points**	Documented Verbal Warning
Minimum of **8 points**	Written Warning
Minimum of **10 points**	Final Warning
Minimum of **12 points**	Subject to Termination

***Some state laws may differ**

Safety and Health in the Workplace

Environmental, Health and Safety, and Accident Prevention

PODS is committed to the protection of the environment and to the health and safety of its associates, customers, local communities, and others who may be affected by its operations. To be effective, all associates must know about environments, health and safety and about the Accident Prevention Plan, where to find it and how to use it. To the fullest extent possible, PODS will conduct operations in a manner that protects the health and safety of its associates and the public, avoid adverse impact on the environment, and mitigate unavoidable impact of its operations on the environment.

- Train and advise associates of environmental, health and safety requirements and hold them accountable for compliance with this policy.
- Comply with all applicable environmental, health and safety laws and regulations.
- Provide technical and legal support to associates responsible for compliance with this policy.
- Encourage timely communication between you and your supervisors regarding environmental, health and safety issues.
- Encourage you to communicate your concerns to management about any unresolved environmental, health or safety issues you might identify in the company's operations.
- Conduct safety and environmental reviews of company operations to evaluate compliance with this policy.

Safety is a vital concern of PODS. The ultimate responsibility for safety lies with you. We need your help in promoting safety and prevention of accidents by observing the following:

- Learn your job and how to be safe and work safe in the workplace.
- Learn the location of the fire alarm boxes, extinguishers, and your duties in the event of a fire or other emergency.

- Promptly report all unsafe or potentially hazardous conditions to your supervisor.
- Do not operate electrical equipment with wet hands.
- Immediately report all incidents and accidents to your supervisor – no exceptions.
- Immediately report all near misses to your supervisor – no exceptions.
- Use proper lifting procedures and get help when needed.
- Wear safety glasses and protective clothing when needed. Handle hazardous chemicals with care.
- Read over our Environmental Health Safety and Accident Procedure for more details.
- Do not use any chemical without first reading the Safety Data Sheets (MSDS) located on the intranet https://podsnet.pods.com/CorpOps/Pages/Safety/MSDS/
- Familiarize yourself with PODS Written Hazard Communication program located on the intranet https://podsnet.pods.com/CorpOps/Pages/Safety.aspx

Chemical Safety and Personal Protective Equipment (PPE)

You are required to work safely with hazardous chemicals by following all precautionary instructions, by storing chemicals safely, by using only labeled containers and by complying with this policy. There are hazardous chemicals used within PODS and it is your "Right to Know." Safety Data Sheets (SDS) for all chemicals are available online on PODS Intranet. When using any chemical, and for emergency situations, the SDS manual should be consulted before action is taken. If you would like a copy of any SDS sheets, access is located on PODS' intranet site at https://podsnet.pods.com/CorpOps/Pages/Safety/MSDS/

Personal protective equipment, commonly referred to as "PPE," is equipment worn to minimize exposure to serious workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, radiological, physical, electrical, mechanical, or other workplace hazards. Personal protective equipment may include items such as gloves, safety glasses and shoes. According to OHSA, Section 28 (1), associates must use or wear the protective equipment, protective devices and clothing specified by PODS' management. Please refer to the Chemical Safety and Personal Protective Equipment Policy for more details including the guidelines for PPE.

Associate Health and Safety Orientation

Each department must ensure that all new PODS associates, including those that are part-time, temporary or contracted associates, undergo a health and safety orientation. The health and safety orientation must cover the following topics:

- Information on how to use the Accident Prevention Plan and any supplemental department-specific health and safety policies.
- Building evacuation procedures during an emergency.
- Location of fire alarms and fire extinguishers.
- Location of the first-aid kits.
- Procedure for claim reporting for all incidents and accidents to their immediate supervisor and Benefits, and how to complete an incident report in RBMS, if warranted.
- Procedures for reporting unsafe conditions or acts to a supervisor and when possible, actions to address the unsafe condition.

- Information about chemical or hazardous material used in an employee's work environment, including how to identify them and where to locate the Safety Data Sheets (SDS) on the intranet for hazard information.
- Identification and explanation of any warning signs and labels used in their work area.
- Use and care of any required personal protective equipment (PPE).
- Introduction to PODS University to complete any work-related safety training course(s) the associate is required to complete.

Reporting Accidents, Incidents, Injuries and Concerns

All injuries and illnesses occurring in the workplace must be reported to the associate's immediate supervisor and to the Risk Management team as soon as possible. Associates are also encouraged to report near misses and unsafe conditions. Near misses are valuable opportunities to correct any hazards or unsafe situations which could result in serious injury.

Safety Issues: Reporting and Resolving

Associates are encouraged to report safety concerns and hazards to their supervisors. If an associate does not feel comfortable communicating a concern or hazard to their immediate supervisor or an associate has expressed a concern that was not adequately resolved, the associate has the option to discuss with directly with their HR business partner or a member from Risk Management.

Recognized Safety Hazards

Measures to prevent injury from a recognized set of potential occupational hazards affecting PODS' associates and other personnel or individuals at company premises are addressed below.

Departments with workplace hazards that extend beyond those covered in this document are required to maintain separate or supplemental documentation that addresses how employees are protected from those hazards. This documentation can be maintained separately from the Accident Prevention Plan or added as an addendum.

Slips, Trips and Falls

On-the-job slips, trips and falls can be avoided by applying these simple safety measures:

- Remove clutter, electrical cords or anything else that might cause someone to trip.
- Arrange or remove furniture so walkways are not blocked or obstructed.
- Wipe up spills immediately.
- Use handrails when walking on stairs.
- Do not carry items on stairs that can impair visibility or handrail use.
- Wear shoes that are appropriate for the work environment and weather conditions.
- Avoid using mobile devices while walking.

All associates should report a slip or trip hazard to their immediate supervisor or to Risk Management.

Injuries at Work

PODS provides comprehensive workers' compensation insurance. The program covers any

injury or illness sustained while at work in the course of employment that requires medical treatment. If you are injured while you are at work or while performing work-related duties, you **must** notify your manager and obtain help immediately. Contact your supervisor to complete an "Injured Workers Report of Accident" form and obtain an "Authorization to Treat Injured Worker" form if you need to seek medical treatment. Drug testing may be required as part of the post-accident process. Failure to report an injury within 24 hours of the injury may result in denial or reduction of benefits in many states.

PODS Workers' Compensation Modified Duty Policy

PODS believes assisting our associates to return to work in a modified capacity after a workplace injury benefits both the associate and the business. The PODS Workers' Compensation Modified Duty Policy is provided to give guidance regarding the Company's provision and administration of modified work duties for associates who are unable to perform some or all of their normal job functions following an occupational injury or illness, consistent with the associate's medical or health restrictions, current business needs and applicable laws. View the complete policy.

Company Property

Associates are expected to exercise care in the use of PODS' property and to use such property only for authorized purposes. Negligence in the care and use of PODS' property or unauthorized removal of company property from the premises or its conversion to personal use may be considered cause for disciplinary action up to and including termination. You are not permitted to keep any backup copies of work done for PODS when you leave the company. Under no circumstances are you allowed to keep copies of proprietary information, data or programs. All company property issued to you, including equipment, software, clothing, manuals, headsets, security access and photo identification as well as information proprietary to PODS, must be returned promptly at the request of management and/or on your last day of work. Use of company property for personal business is prohibited.

Information Technology (IT) Policies and Procedures

Acceptable Use of IT Equipment

PODS is committed to protecting PODS' associates, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly. Internet/intranet-related systems, including but not limited to computer equipment, cell phones, software, operating systems, storage media, network accounts providing electronic mail, and internet browsing are the property of PODS. These systems are to be used for business purposes in serving the interests of the company, our clients and customers during normal operations. Please refer to the Acceptable Use of IT Equipment Policy for complete details on this policy.

PODS Cell Phones

During your time of hire and/or during periods of review, associates may be eligible to receive a corporate-issued cell phone. Associates using corporate-issued cell phones must read, sign and follow the proper use policy listed in Corporate Issued Cell Phone Policy.

Access Management Policy

In any organization, the need to control access to network resources is paramount to protect the information being stored. Controls and standards are required to maintain the complex rules and access control lists that secure this data. All information assets shall be “owned” by a named individual within PODS. In the case of a departmental asset, a departmental folder for example, the top-ranking associate (director, vice president, etc.) of that department will be the designated information owner.

Users are granted access to information assets only on the basis that they have a specific “need to know” or to “have access to” those information assets. Access privileges shall be allocated to the associate based on the minimum privileges required to fulfill their job function. Access privileges shall be authorized by the appropriate department manager or information owner.

Electronic Communication Use

When email, telephone voicemail, or fax communication goes out from PODS, the public will tend to view that message as an official statement from PODS. The PODS email system shall not be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Associates who receive any emails with this content from any PODS associate should report the matter to their supervisor immediately.

Personal Communication Devices (PCDs) will be issued only to PODS personnel with duties that require them to be in immediate and frequent contact when they are away from their normal work locations.

For the purpose of this policy, PCDs are defined to include handheld wireless devices, cellular telephones, laptop wireless cards and pagers.

IT Software and Equipment

All requests for computer hardware and software purchases or installations must be submitted to the IT Help Desk for preapproval. Upon approval from IT, the request will be forwarded to Purchasing. The IT Help Desk will keep a record of all purchased software licenses, where the licenses are installed, and all purchased computer hardware. At no time is any associate allowed to purchase their own computer hardware and/or software and submit an expense report for reimbursement. It is also against policy to download any “free” or “complimentary” software from the internet without first submitting a request to the IT Help Desk for approval and assistance. Periodic monitoring will be performed to verify that all software is installed in compliance with required software agreements.

Any software installed on PODS computer equipment without a required software license is strictly prohibited. Please refer to the IT Software and Equipment Policy for complete details on this policy.

Passwords

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of PODS' entire corporate network. As such, all PODS associates are responsible for taking the appropriate steps to select and secure their passwords. Please refer to the Password Policy for complete details on this policy.

Email, Voicemail, and the Internet

PODS maintains a data systems network with individual accounts and internet access, and a voice systems network comprised of telephone systems and voicemail. These systems are company property, maintained by the company for business purposes. All messages composed, sent, or received via said systems are and remain the property of PODS. They are not the private property of any associate. Systems or access may not be used to solicit for commercial ventures, religious or political causes, outside organizations or other non-job- related solicitations. These systems and any associated accounts are not to be used for offensive or disruptive purposes or to create offensive or disruptive messages. Among those which are considered offensive or disruptive are those messages or websites that contain violence, sexual implications, racial slurs, gender-specific comments or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. Libelous or defamatory material may not be created, displayed or distributed at work or through the use of company systems.

Security Devices and Monitoring

PODS reserves the right to install and review security access and/or monitoring devices at all or select locations.

Progressive Disciplinary Process & Leaving the Company

Corrective Actions

While it is PODS' hope that a positive and productive relationship between you and PODS will be in place for the duration of your employment with the company, it is important that you understand the policies and procedures that apply in circumstances requiring corrective action.

Where PODS believes that an infraction of written or unwritten policies or procedures, including failure to maintain high standards of performance, has occurred, PODS may take any of the following actions, at any time, in any order:

- **Documented Verbal Warning**, which will become part of your personnel file
- **Written Warning**, which will become part of your personnel file
- **Final Warning**, which will become part of your personnel file
- **Documented Suspension,** with or without pay
- **Immediate termination** of your employment

PODS reserves the right to counsel or terminate an associate, without warning, for any reason, including any action by the associate, even if the action constitutes a first offense. PODS also reserves the right to terminate an associate due to business conditions or requirements.

Leaving the Company

PODS hopes that your time with us is long and productive for both you and the company. In the event you leave the employment of PODS, either on your own or at the company's initiative, the Human Resources department may conduct an informal exit interview. If you choose to resign from your position, please submit a resignation letter to Human Resources and/or your immediate supervisor. To be considered for rehire, a two-week notice is required.

- Associates must return all PODS property immediately upon request or upon termination of employment. Where permitted by applicable laws, PODS may withhold from the associate's final paycheck the cost of any items not returned.

Accrued, unused PTO hours will be paid out upon termination, less any hours taken and any time paid in advance if applicable. * Your termination date will reflect the last day physically worked with the exception of associates on an approved leave of absence or where separation is determined at a date later than the last day worked. Associates are not eligible to take unused PTO once their resignation has been submitted and received by Human Resources, including PTO that was approved prior to date of resignation. Unused PTO will be paid out at termination.

If you are enrolled in benefits coverage, you may be eligible to continue your coverage through COBRA. WEX, our COBRA administrator, will send you a package of information that outlines the cost and how to enroll. Contact benefits@pods.com if you have any questions.

***Some state laws may differ**

Privacy Policy Notice for California Residents Required by the California Consumer Privacy Act

PODS may collect and share information that personally identifies, relates to, describes or is capable of being associated with your and other individuals as your dependents. Associates who are residents of the state of California should visit www.pods.com/California-privacy- notice for PODS' California privacy notice and www.pods.com/California-employee-privacy- policy for PODS' privacy policy to learn more about how PODS governs the collection, use and disclosure of your personal information, including your rights pertaining to your personal information.

Re-employment and Breaks in Service

PODS may consider rehiring qualified former associates who left the company in good standing provided they have submitted a written resignation with a two-week notice.

- If the break in service is more than 90 calendar days, the associate will have to successfully complete a new background investigation, and other screenings as required by position, prior to being rehired.
- If the break in service is less than one (1) calendar month, the associate is reinstated with his/her original hire date.