Name: _____



New Driver Training Participant Guide

(CMV & PODZILLA ONLY – NO FORKLIFT)

MARCH 2025 - CANADA

These materials were made in collaboration with the Continuous Improvement and Safety teams.

Many thanks to all of the Driver Trainers, Market Managers, and Territory Managers who provided us with feedback that greatly improved the quality of this program.

Special thanks to Bob Varn, a Lead Driver out of St. Louis, who provided us with some outstanding training materials of his own creation.

Log-In Cheat Sheet

	Clock in/out**, schedules, PTO, tax documents, eLearning.	Username	PODS + Employee ID (ex. PODS1234567)
		Password	Your Password: _____

****NOTE:** Clocking in and out MUST be done on a computer at the warehouse.

samsara	CMV DVIR, PODZILLA Pre-Op, CMV & PODZILLA Post-Trip, Safe Driving Score.	Fleet ID	pods-corporate
		Username	UKG employee number
		Password	First four letters of your last name followed by 1234

CHEETAH Logistics Technology	Routes, Driver Notes, Recording Breaks, etc.	Driver ID	Last six digits of your UKG employee number
		Pin	Last six digits of your UKG employee number

whip around	Forklift Pre-Op	Username	First two letters of your first name followed by your last name
		Password	pods1234

PODS RBMS		Username	First two letters of your first name followed by your last name
		Password	(create your own passowrd and verify loging with sms verification code on every log-in attempt)

	Get Gas	Last 4 of truck # and last 4 of UKG employee #
	Write it here →	

If you need further assistance, please contact PODS University at podsu@pods.com.

Contents

Log-In Cheat Sheet 3
Introduction 6
A typical day for a driver 6
Driver Training 7
Training Outline 7
New Driver Day 1 8
Samsara Safe Driving Score Overview 9
CMV and POZILLA 11
Phase 1: 12
Phase 2: 12
Phase 3: 12
Phase 4: 13
Phase 5: 13
Phase 6: 13
Resources - CMV ..... **Error! Bookmark not defined.**
CMV-DVIR Evaluation Criteria 15
PODS Truck Equipment Checklist 20
Resources - PODZILLA 21
PODZILLA Components & Controls 22
Control Arm Assembly/Leg & Spreader Controls 23
Drive Arm Assembly 24
Motion Controls 24
PODZILLA Pre-Op Check Evaluation Criteria 25
PODZILLA Step-by-Step 26
Loading & Unloading the Lift 26
Container Placement 27
PODZILLA Wheel Chocks Instructions 33
Resources - Miscellaneous 34
Driver Log Overview 35
Container Tags Overview 36
Cheetah Photo Requirements 37
PODS Acronyms 40

Container Condition Job Aid 43
Resources – Canada Specific 46
CARBON MONOXIDE GAS 47
CONVEX MIRROR USE GUIDELINES 49
TRAFFIC MANAGEMENT PLAN 50
HEARING PROTECTION 52
Revision History 53

Introduction

Welcome to the PODS family and welcome to the New Driver Training! We are thrilled to have you on board as a new member of our driving team. Your journey with us marks the beginning of an exciting chapter filled with growth, learning, and meaningful connections.

As a driver at PODS, you play a vital role in ensuring that we solve how people move, store and so much more.

This training will equip you with the skills you need to excel at your job. You will learn how to conduct pre- and post- trip inspections, operate the PODZILLA, operate forklifts, and how to provide world-class customer service.

In the first 90 days we want you to crush the following goals:

- Have a SAMSARA Safety score 95 or greater.
- Have zero driving violations, incidents, or accidents.
- Have zero corrective actions issued

If you have any questions about how to achieve those goals, we will address them in the training.

Once again, welcome to PODS. We are delighted to have you as part of our team, and we look forward to the great things we will accomplish together.

A typical day for a driver

This is what a typical day for a driver at PODS could look like. The purpose of sharing this is to set expectations. This will vary driver to driver and location to location.

6:15 am	- Arrive dressed in uniform with proper PPE - Clock in at the warehouse - Sign in to Cheetah and review your assigned route (compare to the Driver Log provided by your Manager) and clarify any issues or concerns
6:20 am	Gather with the team for a Huddle (the manager will review safety updates, company updates, daily business items, etc.)
6:30 am	Complete CMV DVIR and PODZILLA Pre-Op Check in Whip Around
6:45 am	- Review driver's log for placement instructions and ancillary items (locks or blankets) - Review delivery/pickup location in Google maps - Load your first job onto your CMV (if applicable)
7:00 am	Call your first customer with an estimated time of arrival
7:15 am	Depart from the warehouse
7:15 am – 11:00 am	Complete 3-6 jobs
11:00 am	Break for Lunch
11:30 am	Complete 2-5 jobs
2:20 pm	Refuel the CMV on the way back to the warehouse
2:45 pm	- Perform post-trip using Whip Around - Close out driver log and give to MM for review
3:00 pm	Clock-out

Driver Training

Training Outline

The training for your role as a driver includes online elearning on PODSU (UKG), on-the-job training, and practical assessments.

elearning: Most, if not all, the e-learning should be complete within the first 10 days. Set aside 2-4 hours in the afternoon after your ride-along to complete this task.

On-The-Jobs Training: This will include shadowing a Wingman and/or Storage Center Worker, as well as attempting tasks yourself while under supervision. This will be the majority of your training. It is recommended that you take notes, take pictures, and ask questions.

> **Observe:** Before you're asked to complete a task, you will first have the chance to observe it. During the observation, your trainer will explain the task and demonstrate the steps involved. After the full demonstration, you might be asked to recall the steps or key points. You'll also have time to ask any questions.
>
> **Prove:** You will only be asked to perform a task after you've observed it. Before you start, your trainer will clearly explain the task and remind you what a successful outcome looks like. It's important for your trainer to state what may seem obvious. Don't be offended, this will ensure all the objectives are clear. This could sound something like the following, "We are going to place the container in this driveway without hitting anything or causing any damage to the garage. We are also going to keep all wheels on the paved driveway to avoid damaging the grass."

As you ride along/shadow, check off tasks you observe your Wingman complete, listen to your Wingman's explanations and tips, and ask questions! Once you start attempting tasks yourself, your Wingman should sign off on the task once you can consistently complete the task correctly.

Practical: The practical is an aptitude assessment given by your managers or a certified trainer. During this assessment, you will conduct jobs as if on a typical route. During that time your trainer/manager will be assessing whether or not you are following safety protocols and operational procedures. If you do not pass a practical, more training will be assigned to you.

WELCOME TO

PODS® Moving & Storage

Today you should: ✓

Complete all onboarding paperwork	
Meet the wingman, drivers, and storage center worker(s)	
Get a tour of the storage center	
Get your hi-vis vest, gloves, etc.	
Review the Login Cheat Sheet with your MM/Wingman	
Review Samsara Scoring and the Driver Incentive Plan with your MM	
Get a PODZILLA walkthrough, demo, and practice session	

Uniform standards	
Mandatory	**Optional**
Cintas shirts and pants or shorts.	Uniform outerwear and hats are optional; however, if any hat or outerwear is worn, it must be the approved brand standard
Black leather belts with a gold or silver buckle no larger than 2” and must not contain any inappropriate/offensive wording or pictures.	
Black socks must be worn and should be visible not less than 1” above the top of the shoe.	
Black steel-toes shoes with black laces, anything with another brand logo should not be visible	

Samsara Safe Driving Score Overview

We use Samara to keep you, and everyone on the road, safe. Additionally, this safety system allows you to demonstrate your mastery of the road to your manager and the rest of the company. Excellent driving will be recognized and can, if eligible, help you earn a bonus.

The following is an outline of how we assess your driving:

- Samsara scores are calculated over a rolling 30 days.
- **Company standard is to have a sore of 90 or more.**
- All new hires will have 90 days to achieve a Samsara score of 90 or above.
    - If score is not achieved, probationary period will be extended.
- **Scores below 90 will result in a Driver Improvement Plan.**
- The Safety Score in the Safety Overview and in the Driver Safety report is calculated using a mix of harsh events, speeding, and artificial intelligence (AI)-detected unsafe driving behavior events that are equally weighted.
- **Safety standards are monitored by a camera located on the windshield with both an in-cab camera and a forward-facing camera.** The videos captured are reviewed by both your market manager and our corporate safety team.

A driver starts each day with a score of 100 and the following items can result in deductions from the starting score:

- **Crash**
- **Harsh Driving**
    - Harsh Turn – vehicle turned drastically or abruptly (30+kph midpoint of turn).
    - Harsh Brake – vehicle slowed down drastically or abruptly (25+ kph in $\leq$ 2 seconds).
- **Distracted Driving**
    - Inattentive Driving
    - Drowsiness (nodding off, long blinks and eye rubbing, etc.)
    - Mobile Usage
- **Collision Risk** – following distance of <1 second detected
- **Traffic Signs & Signals**
    - Lane Departure
    - Ran Red Light
    - Rolling Stop
    - Did Not Yield
- **Speeding**
    - More than 30kph in a parking lot
    - Points deducted based on severity:
        - Light – less than 8kph above
        - Moderate – 8 to 15.9kph above
        - Heavy – 16 to 23.9kph above
        - Severe – 24+kph above

- **Policy Violations**
  - Smoking
  - Seatbelt (not wearing, improperly wearing, too loose)
  - Obstructed Camera (interior-facing and/or road-facing)

Your Samsara score is one of the qualifiers for your Driver Incentive Plan:

Driver Incentive Plan Criteria:

- Samsara Safety score of 95 or greater
- Safety – no CSA violations, incidents, or accidents
- No corrective actions issued
- No more than 1 unexcused absence
- Must meet driving hour requirement in accordance with the details show in the table.

Quarterly Payout Example:

Quarter	Months Eligible	Payout Eligible	Weekly Driving Hour Target	Total Driving Hour Requirement
Q1	3	$250.00	16	208.00
	2	$166.67		138.67
	1	$83.33		69.33
Q2	3	$750.00	24	312.00
	2	$500.00		208.00
	1	$250.00		104.00
Q3	3	$750.00	32	416.00
	2	$500.00		277.33
	1	$250.00		138.67

****No Driver Incentive Plan payouts in Q4 as of 2024.*

Note: Table from 2024 Driver Incentive Plan. Check with your HRBP for the most up-to-date Driver Incentive Plan.

CMV and POZILLA

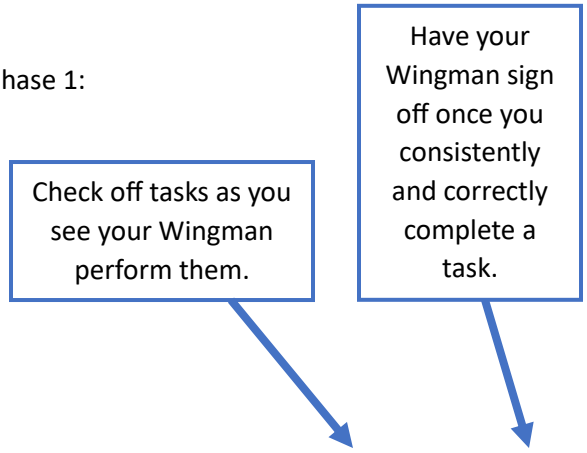


Phase 1:

eLearning

Complete the following eLearning before beginning Phase 1:

- ☐ Celebrating Diversity
- ☐ Workplace Bullying
- ☐ Workplace Harassment & Discrimination
- ☐ CMV DVIR
- ☐ PODZILLA Pre-Op Check
- ☐ Container Brand Standards
- ☐ PODS Lift and Truck Standards
- ☐ Delivering Superior Customer Service
- ☐ PODZILLA Safe Operations Training
- ☐ Cargo Securement



Tasks	Observe	Prove
CMV DVIR & PODZILLA Pre-Op using Whip Around		
Complete the Driver's Log		
Use the safety cone for structural awareness		
Set out cones for traffic safety		
Assess the quality of the container based on brand standards		
Tag the container		
CMV & PODZILLA Post-Trip using Whip Around		

Phase 2:

Tasks	Observe	Prove
Call ahead to customer		
Complete arrival reminders checklist in Cheetah		
Complete a departure checklist in Cheetah		
Record breaks in Cheetah		
Input a signed waiver into Cheetah		
Conduct full site hazard assessment		

Phase 3:

Tasks	Observe	Prove
Knock on the customer's door		
Unload the PODZILLA from a CMV		
Load the PODZILLA onto a CMV		

Phase 4:

Tasks	Observe	Prove
Deliver/Pick up an empty container with PODZILLA - 8ft container - 12ft container - 16ft container		
Secure container to the CMV (8ft, 12ft, 16ft)		
Move a loaded PODZILLA in a straight line		
Make a 90 degree turn with a loaded PODZILLA		
Chain choke with an empty container		
Conduct a container flip		
Provide a customer container tour		

Phase 5:

Tasks	Observe	Prove
Deliver/Pick Up a full container with a PODZILLA		
Chain choke with a full container		
Present a property damage waiver to the customer		

Phase 6:

Tasks	Observe	Prove
Operate the PODZILLA on a slope		
Use tracks/boards/skids to operate the PODZILLA on a soft surface		
Perform a container tilt to unjam door		

RESOURCES

CMV

CMV DVIR Evaluation Criteria

Interior Cab Section	Adequate (No Defects)	Non-Adequate *(If Defect Identified Mark OOS)*
Dash Icon – ABS Light Operation	Light must display on dash during start up and should deactivate when ABS system is safe for use.	Vehicle must be marked out of service until evaluated and repaired.
Dash Icon – Check Engine Lights(s)	Lights must display on dash during start up. All check engine lights (red and amber) should disappear after system checks	Red – Check engine light stays luminated on dash after starting up. Vehicle must be marked out of service until evaluated and repaired Yellow – Check engine stay luminated on dash after starting up. Vehicle should be evaluated and repaired immediately
Emergency Brake	Must function properly when activated, must be luminated on dashboard	Vehicle must be marked out of service until evaluated and repaired
First Aid Kit/Emergency Equipment	**First-aid Kit** – Secured to prevent sliding, rolling, or vertical movement relative to the motor vehicle **Triangles** – 3 in red supply box under seat Fire Extinguisher – Must be secured in mount! 5 B:C must be filled and readily accessible **Spare Fuses** – must have at least one spare fuse for each type/size needed for parts and accessories	Vehicle must be marked out of service until evaluated and repaired.
Heater & Defroster	Must function properly – Test Daily	Please inform market manager and record defect in Whip Around DVIR
Mirrors	Secure and Clean – Not cracked, bent, broken. Mirrors must function properly	Vehicle must be marked out of service until evaluated and repaired.
Seat Belt	Functional, clips and secures, no tears Should be visible while driving down the road	Vehicle must be marked out of service until evaluated and repaired.
Horn	City/Air Horn must work properly	Vehicle must be marked out of service until evaluated and repaired.
Steering	Must be secured to steering column, not bent broken. No more than 10 degrees or 2 inches of free play in a 20" steering wheel	Vehicle must be marked out of service until evaluated and repaired.
Interior Cabin & Floors	Interior – Shall be free of excess trash and debris, no personal items left behind Floor – Shall be free of trash and excess debris	Please inform market manager and record defect in Whip Around DVIR

Interior Windows	Cleaned daily, must function properly. Can not be broken, cracked, or missing	Please inform market manager and record defect in Whip Around DVIR
Interior Doors	Must latch and function properly, handle cannot be bent, broken, or missing	Please inform market manager and record defect in Whip Around DVIR
Entrance Steps	Must be secure, not cracked broken, or damaged	Please inform market manager and record defect in Whip Around DVIR

Exterior Front Section	Adequate (No Defects)	If Defect Identified *(If Defect Identified Mark OOS)*
Lighting Devices and Reflectors • Low/High Beams • Turn Signals • Hazard Lights • Clearance/Marker Lamps	All lights must function properly	Vehicle must be marked out of service until evaluated and repaired.
Windshield & Wipers	**Windshield** – must be secure, not cracked bent or broken. No crack/chip longer than 1" is permitted. Must be clean and free of debris. **Reservoir – must at least be half full** **Wipers:** Must be secure, must function properly, not excessively worn, and in contact with the windshield	Vehicle must be marked out of service until evaluated and repaired.
Grill, Hood, and Fenders	Securely fastened to the vehicle, hood must latch, grill should not be bent, broken, or missing. Fenders should not be cracked, bent, or broken.	Please inform market manager and record defect in Whip Around DVIR
Front Tires	Must be same size and brand per axle. Can not be recapped or regrooved. Should be no less than 4/32 in all major grooves. Tire pressure between 100 – 110 PSI No Cuts or major signs of damage	Vehicle must be marked out of service until evaluated and repaired.
Front Wheels	**Rim** - Secure, not cracked, bent or broken, is round and no man-made welds. **Lug nuts** - Secure, none missing, and appear to be tight. On aluminum rims look for white powder, on steel rims look for rust, which would indicate a loose lug nut. If loose, tighten with a lug wrench. **Hub** - Secure, not cracked, broken or leaking. All bolts are present and tight.	Vehicle must be marked out of service until evaluated and repaired.

	If there is a sight leak, make sure the oil is at its proper level.	
Fluids under the hood	Must check daily and confirm proper operational levels. **Check daily – oil, transmission, brake, coolant, washer fluid**	Please inform market manager and record defect in Whip Around DVIR

Exterior Side and Underneath Section	Adequate (No Defects)	If Defect Identified *(If Defect Identified Mark OOS)*
Brakes	Ensure proper brake check(s) daily Tug-Test Service Brake – Test	Vehicle must be marked out of service until evaluated and repaired.
Decals & Stickers	**PODS branding/LOGO** – on doors, both sides of truck **Number** (1397252) – on doors, both sides of trucks **Annual Inspection Sticker** – Inspection must be current and easily visible on CMV **IFTA Sticker**, if required by province (both sides of truck) Other province required tax decal/Inspection sticker – Front of truck or in windshield	Vehicle must be marked out of service until evaluated and repaired.
Battery Box – Driver or Passenger Side	Every storage battery on every vehicle, unless located in the engine compartment, shall be covered by a fixed part of the motor vehicle or protected by a removable cover or enclosure. Removable covers or enclosures shall be substantial and shall be securely latched or fastened	Please inform market manager and record defect in Whip Around DVIR
Side Marker Lights & Reflectors	Marker lights 3 each side (yellow front (may be sticker) and middle, red rear) Should be visible with PODZILLA in place PODZILLA spikes should not block side marker lights White and Red Tape should be displayed on bed (2 each side)	Vehicle must be marked out of service until evaluated and repaired.
Fuel Tank	Cap must be secure, secured by straps, no leaks	Please inform market manager and record defect in Whip Around DVIR
Exhaust	No noticeable leak (sound/smell)	Please inform market manager and record defect in Whip Around DVIR
Load Securement	**Straps** – not frayed, no cuts or holes **Containers** – secured at 4 points	Vehicle must be marked out of service until evaluated and repaired.

	Unused straps – secured so not dangling **Carry one additional tie down strap in case of emergency**	
Frame	No visible cracks or welds U-Bolts secure. No movement	Please inform market manager and record defect in Whip Around DVIR

Exterior Rear Section	If Defect Identified	If Defect Identified *(If Defect Identified Mark OOS)*
Mud Flaps	Mud flap should not be damaged, torn, loose, hanging or missing. Mud Flaps should not contact the tires Mud flap should cover the width of the rear tires.	Vehicle must be marked out of service until evaluated and repaired.
Suspension & Air Bags	**(Observe w/o getting under the truck)** Ensure leaf springs are in place, not cracked or broken Listen for air leaks in rear suspension	Please inform market manager and record defect in Whip Around DVIR
Rear Tires	Must be same size and brand per axle. Can be recapped or regrooved. Should be no less than 2/32 in all major grooves Tire pressure between 100 – 110 PSI No Cuts or major signs of damage No more than 3" between duals, free of debris	
Wheels	Rim - Secure, not cracked, bent or broken, is round and no man-made welds Lug nuts - Secure, none missing, and appear to be tight. On aluminum rims look for white powder, on steel rims look for rust, which would indicate a loose lug nut. If loose, tighten with a lug wrench. Hub - Secure, not cracked, broken or leaking. All bolts are present and tight. If there is a sight leak, make sure the oil is at its proper level.	Vehicle must be marked out of service until evaluated and repaired.
Lighting Devices & Reflectors • Clearance/Marker Lamps • Taillights • Brake Lights • Turn Signals • Reverse Light	All lights must function properly	Vehicle must be marked out of service until evaluated and repaired.

• License Plate Light		
Back Up Alarm	Must sound when vehicle is placed in reverse	Please inform market manager and record defect in Whip Around DVIR
License Plate	Proper number of plates (Province and GVW specific) Plate properly secure and visible at all times License plate light must work If a truck has Tennessee or Indiana apportioned plates in a Province that requires 2 plates, only 1 apportioned plate is required.	Please inform market manager and record defect in Whip Around DVIR
Bumper	Must be securely fastened to the vehicle Must be at least 18 inches off the ground	Please inform market manager and record defect in Whip Around DVIR

PODS Truck Equipment Checklist

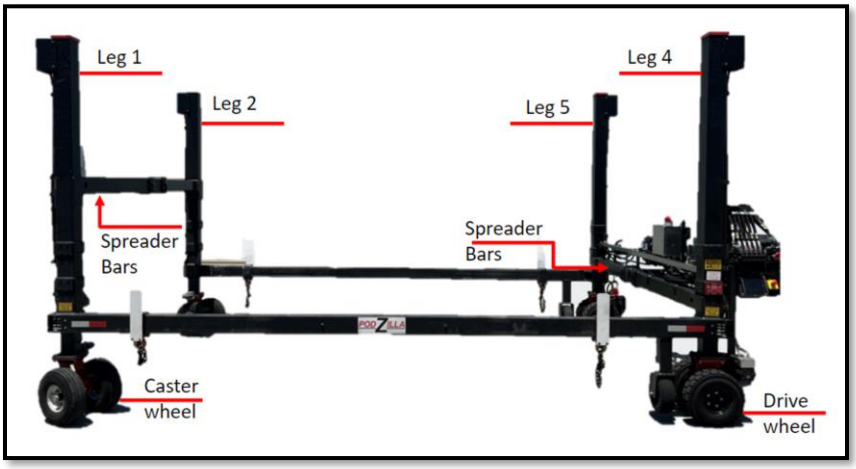
Truck Cab			
12-inch Traffic Triangles x 3		Sharpie	
Spare Fuses (Truck specific)		Flashlight	
5B:C Fire Extinguisher – Charged		Hands free Headset	
Secured,		Cell Phone Holder	
Not Expired		Cell Phone Charger	
First Aid Kit		Trash Bag	
Spill Kit		Tags - Green, Orange & Red	
Spare Disc Locks (Minimum 10)		Tape Measure (Minimum 25ft)	
Spare Tie Down Strap		Snow/Ice Scraper (as needed)	
LEO Binder (Law Enforcement Officer)			
Registration		International Fuel Tax Agreement (IFTA) Certificate	
IRP Cab Card (International Registration Plan)		Annual Inspection Report	
Proof of Insurance		Any Province and Local Specific Docs/Permits	
Samsara ELD (Electronic Logging Device) Card		Registration (Trailer)	
Driver Binder			
Accident Kit (Liberty Mutual)		Weigh My Truck Instructions	
Post-Accident Checklist		Cheetah Picture Guide	
Whip Around DVIR instructions		Copy of Lease/Rental Agreement or Letter (If applicable)	
Property & Container Placement Waivers			
Whip Around User Guide		Reporting Property Damage Standard Work	
Toolbox			
Wheel Chock		Orange Traffic Cones (3 collapsible Triangles)	
PODS Customer Locks		Composite Track Mats (with handhold cutouts)	
Push Broom		Leveling kit (Commercial container)	
Dustpan		Track Mats 3x6 (4qty)	
Trash Bags (4 gallon)		Breaker Bar	
Shovel		Cam Buckle Straps	
Driver			
Gloves		Safety Toe Footwear	
Uniform		Inclement Weather Gear	
Hi visibility vest (Velcro closures)			

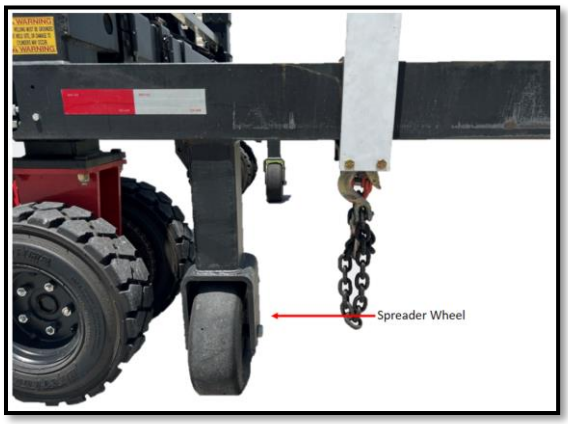
Uniform standards	
Mandatory	**Optional**
Cintas shirts and pants or shorts.	Uniform outerwear and hats are optional; however, if any hat or outerwear is worn, it must be the approved brand standard
Black leather belts with a gold or silver buckle no larger than 2” and must not contain any inappropriate/offensive wording or pictures.	
Black socks must be worn and should be visible not less than 1” above the top of the shoe.	
Black steel-toes shoes with black laces, anything with another brand logo should not be visible	

RESOURCES

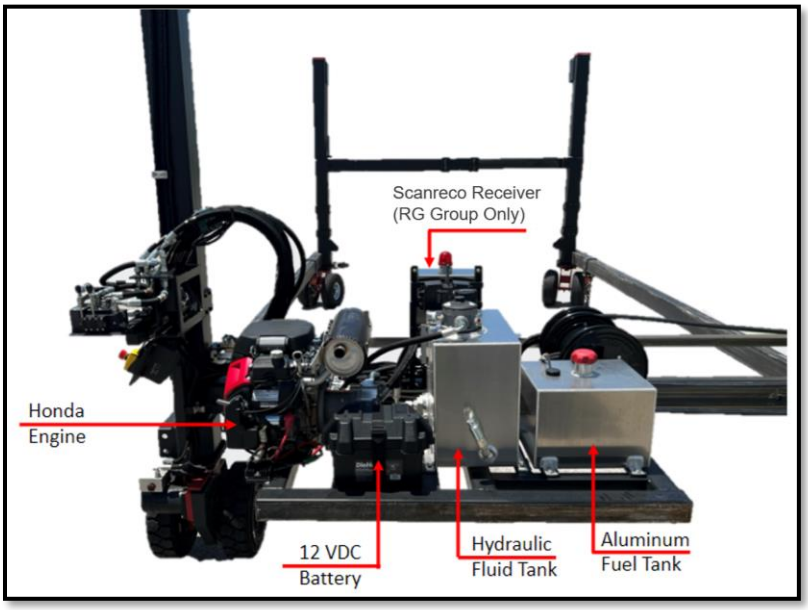
PODZILLA

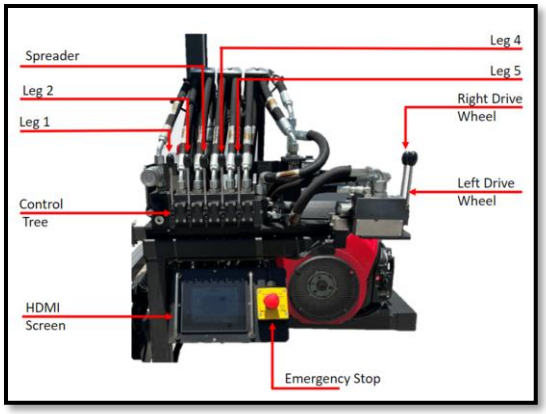
PODZILLA Components & Controls

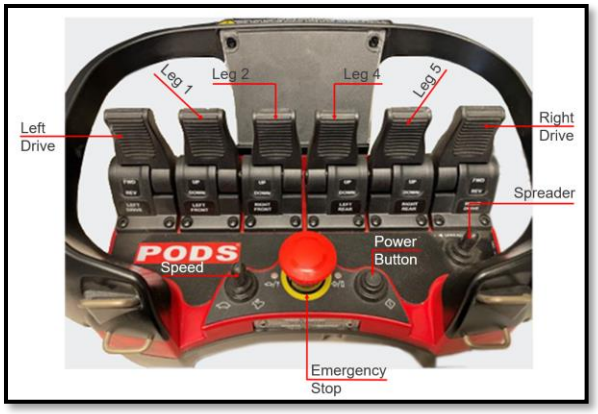












Control Arm Assembly/Leg & Spreader Controls

The control arm assembly on a PODZILLA manipulates each individual segment of the lift, allowing you to maneuver a PODS container up, down, left, or right without moving forward or backward. The controls are the same on an RG Group (Remote) PODZILLA, just laid out differently.

The arms control, from left to right, the following functions:

> ***NOTE:*** *Castor wheels are at the front and Drive wheels are at the rear.*
>
> ***NOTE:*** *Left indicates the side with the control arm assembly.*

1. The left front castor wheel vertical ram assembly (control arm #1).
2. The right front castor wheel vertical ram assembly (control arm #2).
3. (Center arm, front, and rear) The spreader rails (both move simultaneously) (control arm #3).
4. The left rear drive wheel vertical ram assembly (control arm #4).
5. The right rear drive wheel vertical ram assembly (control arm #5).

The controls work in a push/pull configuration.

Control #'s 1,2,4,5

If you pull the control arm the wheels will go down, raising the lift.

If you push the control arms the wheels will go up, lowering the lift.

Control # 3

If you pull, the spreader expands; and if you push, the spreader contracts.

> ***NOTE:*** *NEVER use control #3 with both drive wheels touching the ground*

Drive Arm Assembly

The Drive arm assembly provides maneuverability to the PODZILLA by allowing the operator to “drive” the unit into or out of a given placement location.

- The Drive arm assembly consists of two control arms, providing forward and reverse motion of the drive wheels.
- The left control arm operates the left drive wheel while the right control arm operates the right drive wheel.
- The amount of pressure applied to the control arms will directly affect the speed the unit moves forward or backwards.

Motion Controls

Forward or Reverse Movement

- To move the unit forward push both control arms forward.
- To move unit in reverse pull both control arms back.

To ensure unit moves in a straight line may require a bit of feathering of the control arms to maintain that straightforward line of travel.

Be advised, any motion created with the drive arm assembly can cause the castor wheel to turn in either direction creating an unexpected left or right motion. This will correct itself as you continue to move forward or back in a straight line.

Turning Motions

- To turn right:
  - While moving forward, push left control arm forward.
  - While moving in reverse, pull right control arm back.
- To turn left
  - While moving forward, push right control arm forward.
  - While moving in reverse, pull left control arm back.

To turn the unit in a tighter radius both levers can be used.

- While moving forward,
  - To turn right, push left control arm while simultaneously pulling right control arm.
  - To turn left, push right control arm while simultaneously pulling left control arm.
- While moving in reverse,
  - To turn right, pull right control arm while simultaneously pushing left control arm.
  - To turn left, pull left control arm while simultaneously pushing right control arm.

NOTE: Using this technique will increase the speed of the turn and the position of the PODZILLA from left to right as well as forward and back.

PODZILLA Pre-Op Evaluation Criteria

2023 - 2024		
Steps 1 -12	**Adequate**	**Non-Adequate** *(If Defect Identified Mark OOS)*
Input Serial Number	Identify and input proper PODZILLA Serial number	Serial number not visible on machine and serial number not captured in Whip Around workflow
Take Photo of Serial Number	Legible picture of serial number captured by photo in Whip Around workflow	Non-legible picture of serial number
Fluid Check	Adequate levels for oil, gasoline, and hydraulics 	Inadequate levels for oil, gasoline, and hydraulics 
Start Engine and Check Controls	PODZILLA motor and valve bank controls should start and function properly	PODZILLA motor and valve bank controls do not function properly *(If Defect Identified Mark OOS)*
Check Hydraulic Leaks	No leaks observed around the control legs or connection points	Signs of leak, or leaks observed around the control legs or connection points *(If Defect Identified Mark OOS)*
Check Frame Welds for Cracks and Corrosion	No structural cracks longer than 1” in length	Structural cracks longer than 1” in length *(If Defect Identified Mark OOS)*
Check Chain Lift Assemblies	No damage to lift chains, hooks, or eyelet. No observed signs of eyelet base wear	Damage to lift chains, hooks, or eyelet. Observable signs of eyelet base wear *(If Defect Identified Mark OOS)*
Check Caster Assemblies	Tires inflated above 75 PSI. Caster assembly locks into place under truck bed.	Tires not inflated to at least 75 PSI and/or Caster Assembly Wheels do not lock into place *(If Defect Identified Mark OOS)*
Check Drive Assemblies	Tires inflated above 75 PSI. Drive chain with no more ¾ of an inch of slack.	Tires not inflated to at least 75 PSI and/or Drive chain with more than ¾ of an inch of slack *(If Defect Identified Mark OOS)*
Check Spreader Wheels	No excessive damage, cuts, and bulges to tire	Excessive damage, cuts, and bulges to tire *(If Defect Identified Mark OOS)*
Check Ware Disk Plates	ALL Ware disk securely fastened to the PODZILLA and showing no signs of excessive wear	Ware disk not securely fastened to the PODZILLA and showing signs of excessive wear *(If Defect Identified Mark OOS)*
Certify and Submit Document	Properly submits document as a part of Whip Around workflow process	Document not submitted properly in workflow process

PODZILLA Step-by-Step

Loading & Unloading the Lift

Starting the Engine - Traditional

Before starting the engine, ensure that all tools and equipment are clear, and it is safe to do so.

STEP 1: Start a cold engine by setting the engine speed at 3/4 and pulling out the choke. Turn the key to the start position until the engine runs on its own.

STEP 2: Once the engine begins to warm up and run on its own, push the choke in as far as it will go.

Starting the Engine – RG Group (Remote)

STEP 1: At the lift engine, pull the choke.

STEP 2: Turn the key in the ignition to start the engine.

STEP 3: Once the engine fires (starts), close the choke. It may be necessary to let the engine run for a while before it is used.

STEP 4: Adjust the throttle. For operating the lift, half throttle is appropriate. Exceeding this speed will not get more power from the lift engine.

Loading the Lift

STEP 1: Ensure the lift is fully expanded. Back the truck or walk the lift onto the truck bed until the lift is now 2" to 3" from the frame at the back of the cab. **STAY CLEAR OF THE POINT OF OPERATION.**

STEP 2: When the lift is lowered, it should settle on the nylon stops built into the frame of the truck bed. Using the nylon stops to position the frame will ensure the lift is at the correct position while guarding against the PODZILLA making contact with the frame, and possibly causing damage. **Use proper PPE in the form of safety gloves.**

STEP 3: Push levers #4 and #5 until both drive wheels are completely retracted.

STEP 4: Ensure the bars of the PODZILLA are level and in line with the truck bed before retracting the lift against the bed. Push lever #3 to retract the spreader bar and pull the lift against the bed of the truck.

STEP 5: Visually check to ensure the clips on legs 1 and 2 are above the bed of the truck and will rest on the bed when the legs are retracted. If the lift is too high or too low, it will not seat firmly on the bed of the truck.

STEP 6: STAY CLEAR OF THE POINT OF OPERATION. Push levers #1 and #2 until legs 1 and 2 are completely retracted, then rotate the caster wheels inward to the stowed position. Be sure the wheels engage the latch. The lift is now ready for transport to the next stop.

Container Placement

Removing Container from Truck

STEP 1: Start the PODZILLA lift engine to allow it to warm up. Lower castor wheels to the ground one at a time. Pull lever #1 to lower the first castor wheel leg until the wheel **slightly** bumps the ground, then release the lever. Pull lever #2 until the second castor wheel **slightly** bumps the ground, then release the lever.

STEP 2: Position the PODZILLA so that the lift can be spread outward, in preparation to back the container off the truck. To provide support for spreading the lift, lower the drive wheel opposite of the side that you want to extend. **Be careful to position yourself in a manner that protects you from being caught-in-between or struck by the PODZILLA or container.**

a. Lower the passenger-side drive wheel to extend the driver-side of the lift.
b. Lower the driver-side drive wheel to extend the passenger side of the lift.
c. **Lower drive wheel #5** (driver side) in order to **extend the passenger-side** of PODZILLA.
d. Pull lever #5 until the drive wheel is firmly on the ground and release the lever.

STEP 3: Leg 5 should be on the ground. **Pull lever #3** to spread the passenger-side of lift out until the control side drive wheels (#4 leg) clear the rear tires of the truck, then release the lever.

STEP 4: Pull lever #4 until the drive wheel on leg 4 is firmly on the ground. Release the lever. Leg 4 will now support the lift system and provide traction for extending the driver-side of the lift. **Push lever #5** until the driver-side drive wheel is clearly off the ground and then release the lever.

STEP 5: With drive wheel 4 down, pull the spreader lever #3 to spread the #5 leg outward until the lift is expanded approximately 12 inches.

STEP 6. The lift chains can now be moved into place. **Ensure that proper PPE in the form of safety gloves is worn at all times during the operation.** Slide the lift chain brackets in front of the container lift points and hook the chains to the container. Ensure the openings to the hooks are opposite of each other.

> Note: **The openings to the hooks should face toward each other or away from each other but should never face the same direction.** Having the hooks face away from each other will ensure that one of the hooks will provide resistance if the container begins to sway.

STEP 7: Once all four lift chains are attached, the lift can be fully expanded. Remember that currently, the castor wheels are already on the ground. Pull the drive wheel lever(s) until the drive wheel on legs 4 and 5 are firmly on the ground and release the lever(s). Pull levers #1, #2, #4, and #5 so the container is raised as evenly as possible.

> Note: **There may be a slight up and down motion between the 1 and 2 legs and the 4 and 5 legs, but the container should be kept as level as possible.**

Note: It is the driver's responsibility to keep the container as level as possible during maneuvers. Keeping the container level will help prevent the customer's possessions and the container from being damaged and provide stability for the PODZILLA.

STEP 8: Once the lift is fully expanded, the container should be above the truck bed and the truck can be driven away from the placement site out from under the container. The truck should be moved at least 18" away from the power rack so the lift does not hit the truck when it is being lowered. **Prior to moving the truck, it is the responsibility of the driver to ensure that persons are clear, and the path is free of obstacles.**

Note: If you notice the legs of the lift start to lean either way, the frame may be strained or stressed **which can cause damage and a potentially dangerous situation for persons and property.** To correct this, either push or pull the lever of the opposite leg to correct the lean, **while staying clear of the leaning side of the lift.**

Placing Container

Placing the container in the spot the customer identified is one of the most important aspects of the delivery process. Proper placement will minimize the possibility of damage to the contents of the container and the customer's property **and ensure safe operation.**

A driver should always be conscious of the areas surrounding the PODZILLA lift, especially the overhead clearance. Incorrect container placement is the single greatest cause of container damage claims, so the driver must take the time to place the container correctly and without causing damage. **This is best accomplished by the driver inspecting the area, completing a job hazard analysis (JHA), and ensuring that proper controls and mitigation measures are taken, prior to offloading.**

Once the PODZILLA is in position, the next step is to lower the container to the ground. **Ensure that you and other persons and property are safely located to avoid being struck by or caught-in-between the PODZILLA or container. Struck-by or caught-in-between injuries could result in SERIOUS INJURY or DEATH.**

STEP 1: Push levers #1, #2, #4, and #5 while the lift slowly lowers the container to the ground. Every attempt should be made to lower the container while keeping it as level as possible and with as little sway as possible.

STEP 2: Release the levers after the lift is fully contracted.

STEP 3: Remove the lift chains and slide the chain brackets away from the container lift points. **To avoid injury, proper PPE in the form of safety gloves should be worn at all times.**

CAUTION – Always keep one drive wheel on the ground at all times when expanding or contracting the lift to keep it from moving.

If the chains cannot be removed from the lift points, move to the following steps:

a. Pull lever #4 until the drive wheel on leg 4 is firmly on the ground, then release the lever.
b. Notice that the drive wheel on leg 5 is clearly off the ground. Spreader wheel #5 is now in use.
c. Push lever #3 until the drive wheel on leg 5 is approximately 1" from the container.
d. Remove the lift chains.
e. Pull lever #5 until the drive wheel on leg 5 is firmly on the ground, then release the lever.
f. Push lever #4 until the drive wheel on leg 4 is clearly off the ground and release the lever.
g. Spreader wheel #4 is now in use.
h. Push lever #3 until the drive wheel on leg 4 is approximately 1" from the container. The lift chains can be removed at this time.
i. After the chains have been removed, remember to slide the chain brackets away from the container lift points.

Removing Lift from Container

STEP 1: Expand the lift by ensuring the drive wheel on leg 5 is still firmly on the ground and pulling lever #3 until the guide wheel on the control side has 4-6 inches of clearance from the side of the container.

STEP 2: Pull lever #4 until the drive wheel on leg 4 is firmly on the ground and release the lever.

STEP 3: Push lever #5 until the drive wheel on leg 5 is clearly off the ground.

STEP 4: Pull lever #3 until the lift is fully expanded then release the lever.

PRIOR TO MOVING THE LIFT AWAY FROM THE CONTAINER, IT IS THE DRIVER'S RESPONSIBILITY TO ENSURE THAT THE PATH IS CLEAR OF PERSONS AND OBSTACLES.

STEP 5: Pull levers #1, #2, #4, and #5 to raise the rear spreader bar approximately 4"-6" above the container. This will allow the lift to clear the roof of the container.

STEP 6: Position the lift so that it has some lean toward the drive wheels but make sure the power bar is high enough to clear the bed of the truck. **STAY CLEAR OF THE POINT OF OPERATION.**

STEP 7: Pull both driver levers back and slowly guide the lift over and away from the container. Monitor the guide wheel on the control side of the lift to ensure it remains 4"-6" from the walls of the container. Pay close attention to the drive tires to monitor direction of travel and clearance around container. Continue moving the lift away from the container while monitoring the 4"-6" clearance between the guide wheels and the walls of the container.

Retrieving a Container

STEP 1: Back up the truck in front of the container, stopping 8-10 feet from the container. Remove the lift from the truck in the same manner as when delivering a container. **Ensure the path is clear of people and obstacles.**

STEP 2: Expand legs 1 and 2 so the spreader bar between leg 1 and 2 is 4-6 inches above the top of the container. From the Two-valve Bank, push both drive wheel levers together and walk the lift over the container, being sure to watch the guide wheel as it goes along the side of the container.

STEP 3: Aligning the lift's drive wheels to the edge of the container will ensure the spreader bar between RAMS 1 and 2 will clear the container. Walk to the rear of the lift and check that the spreader bar will clear the container as the lift is being lowered. Ensure the lift is level in all directions, allowing the lift to be lowered evenly and clear all sides of the container simultaneously.

STEP 4: Lower the lift all the way to its lowest position alternating levers #4 and #5 then levers #1 and #2 to lower the lift.

STEP 5: Push #5 lever until drive wheel 5 rises off the ground, causing the spreader wheel to contact the ground. Drive wheel #4 should still be making contact with the ground.

STEP 6: Push lever #3 until drive wheel #5 is about an inch from the container.

STEP 7: Push lever #5 until drive wheel contacts the ground, then release the lever. The picture illustrates the correct position of the #5 drive wheel.

STEP 8: Push lever #4 to raise drive wheel 4 off the ground.

STEP 9: Push lever #3 until drive wheel 4 is about an inch from the container.

STEP 10: Slide the four lift chain brackets in front of each container lift point and hook the chains to the container, making sure there is no twist or kink in the chains. The lift hooks should be facing opposite directions—either both facing out or both facing in. Hooks should NEVER be facing the same direction; this can cause the lift to twist. Be sure to wear **safety** gloves when handling chains to avoid being cut by the cotter pins. **Watch for pinch points.**

> **NOTE: When picking up or delivering a container on a steep driveway, the chains can be shortened by using the chain chokers on the lift to raise the container higher – but no more than 6 links. If it is necessary to choke any chains, be sure to use all 4 chokers for all 4 chains.** Be mindful of pinch points and wear safety gloves. Before doing a chain choke, utilize the truck's air dump to lower the truck bed and see if that provides enough clearance.
>
> **SAFETY ALERT: Be advised that the practices of continuously choking the chains and of moving containers while the PODZILLA is fully extended can cause damage to the PODZILLA lift system. These practices are not standard operating procedures and the PODZILLA is not to be used in this manner.**
>
> **NOTE: Only use the choke chains in occurrences where extra height clearance is required. Continuous use of the choke chains puts substantial strain on the PODZILLA and will cause premature damage to the lift system. Every chain link shortened changes the geometrics of the rails from a downward pull to more of side pull, causing the rails to bend inward.**

STEP 11: Pull on lever #3, expanding the side beam closest to you, causing the lift chains to be taut.

STEP 12: Pull on lever #4, lowering drive wheel 4 to the ground.

STEP 13: Push on lever #5, raising #5 drive wheel off the ground.

STEP 14: Pull on lever #3, continuing to expand the PODZILLA to its fullest extension point, causing all four lift chains to be taut.

STEP 15: Begin raising the lift and container evenly using levers #1 and #2 together with levers #4 and #5 to raise the lift to its fullest extension.

STEP 16: If the container is safe to transport, back the truck under the lift. As you are backing under the lift, **look** at both mirrors to see where the drive wheels of the truck are in relation to the drive wheels of the lift. **Ensure persons and obstacles are not in the pathway of the truck.**

STEP 17: Back up slowly until the lift is properly positioned in relation to the truck bed.

STEP 18: Begin lowering the container onto the flatbed of the truck by using the same method as previously described ("Unloading and Placing a Container"). Start lowering by pushing levers #4 and #5 together alternating with levers #1 and #2. Continue this procedure until the container is on the bed of the truck.

STEP 19: Once the container is on the bed, begin loading the lift using the same method as described in the process, "Loading the Lift on the Truck". Before completing the loading process, unhook the chains from the container and slide the lift chain brackets away from the lift points of the container. Continue loading the lift onto the truck until it is completely closed onto the truck.

STEP 20: Hook the truck tie down chains to the container, placing the hooks opposite of each other for each side. **Wear safety gloves while performing this task.**

STEP 21: Be sure to use the breaker bar to tighten the truck tie down chains before leaving. Tighten until the chain has no slack or movement in it, but **DO NOT OVER-CRANK THE TIE-DOWN DEVICES.** Be mindful of pinch points, struck-by, and caught-in-between hazards. Wear safety gloves.

PODZILLA Wheel Chocks Instructions

Two (2) Required per route truck. Available from Parts & Service.

When are the PODZILLA wheel chocks to be used per PODZILLA Safe Operations Training?

Operating on a Slope or Incline

Exercise extreme caution while operating on a sloped or inclined driveway. Follow the outlined safety procedures below for uphill pick-up and drop-off.

- Wheel chocks must be used on sloped or inclined driveways.
- You will have time to practice your skills in the field exercise portion of the training workflow.

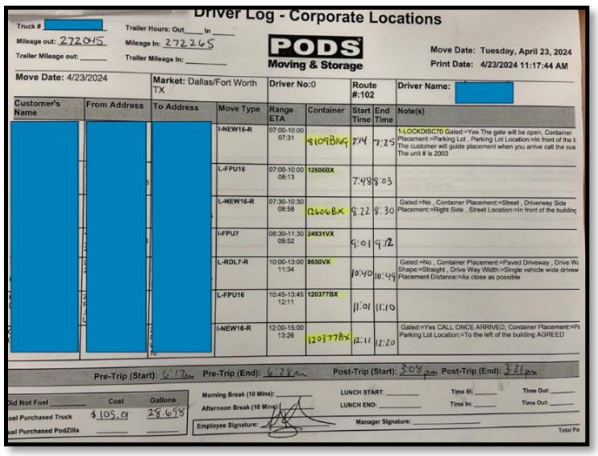
Pick-Up on Slope or Incline	Drop-Off on Slope or Incline
1. Lower lift completely to the ground.	1. Back up the truck onto the driveway.
2. Retract PODZILLA to within 1 foot of the container.	2. Detach PODZILLA from the truck bed.
3. Properly attach PODZILLA to the container.	3. Properly attach PODZILLA to the container.
4. Pickup control side drive wheel, no more than 6 inches above the ground, and spread until taught.	4. Pickup control side drive wheel, no more than 6 inches above the ground, and spread until taught.
5. Place control side drive wheel back onto the pavement.	5. Lower control side drive wheel.
6. Place chocks under the control side caster wheel.	6. Place chocks on the control side caster wheel.
7. Pickup non-control side drive wheel.	7. Pickup non-control side drive wheel, no more than 6 inches above the ground, and spread until taught.
8. Spread until taught.	8. Lower non-control side drive wheel.
9. Lower non-control side drive wheel.	9. Take levers 1, 2, 4, and 5 and lift the container, no more than 10 degrees at a time, until the container clears 6 inches above the truck bed.
10. Take levers 1, 2, 4, and 5 and lift the container, no more than 10 degrees at a time, until the container clears 6 inches above the truck bed.	10. Safely pull the truck out from under the container until clear.
11. Back up the truck under the container.	11. Take levers 1, 2, 4, and 5 and slowly lower the container to the ground.
12. Lower the container onto the truck bed evenly.	12. Remove chocks from caster wheel.
13. Detach PODZILLA from the container.	13. Contract PODZILLA, and then detach the container.
14. Safely store the PODZILLA back onto the truck.	14. Completely spread the PODZILLA.
	15. Use levers 1, 2, 4, and 5 to lift the PODZILLA until it clears the top of the container.
	16. Safely store the PODZILLA back onto the truck bed.

The above outlines when an operator is required to use wheel chocks during PODZILLA operation but may use at other times when want to prevent unintended movement of the PODZILLA.

RESOURCES

Miscellaneous

Driver Log Overview


Driver Log - Corporate Locations

PODS Moving & Storage

Move Date: Tuesday, April 23, 2024
Print Date: 4/23/2024 11:17:44 AM

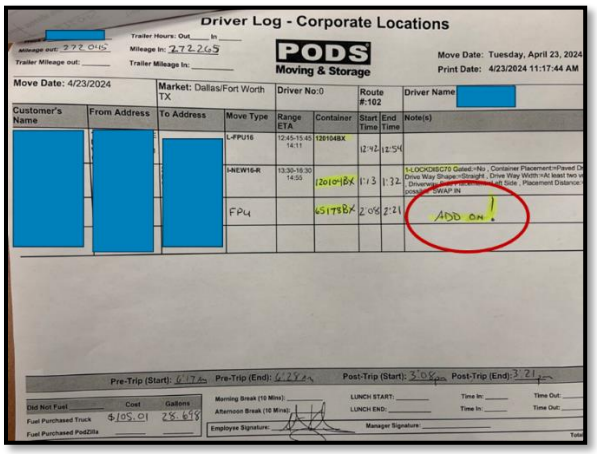
Move Date: 4/23/2024 | Market: Dallas/Fort Worth TX | Driver No:0 | Route #:102 | Driver Name:

Customer's Name	From Address	To Address	Move Type	Range ETA	Container	Start Time	End Time	Note(s)
			I-NEW16-R	07:00-10:00 07:31	451078AG	7:14	7:25	1-LOCKDISC70 Gated:=Yes The gate will be open, Container Placement:=Parking Lot , Parking Lot Location:=In front of the b The customer will guide placement when you arrive call the cus The unit # is 2003
			L-FPU16	07:00-10:00 08:13	126068X	7:49	8:03	
			L-NEW16-R	07:30-10:30 08:58	126068X	8:22	8:30	Gated:=No , Container Placement:=Street , Driveway Side Placement:=Right Side , Street Location:=In front of the building
			I-FPU7	08:30-11:30 09:52	24931VX	9:01	9:12	
			L-RDL7-R	10:00-13:00 11:34	8650VX	10:40	10:45	Gated:=No , Container Placement:=Paved Driveway , Drive Wa Shape:=Straight , Drive Way Width:=Single vehicle wide drivew Placement Distance:=As close as possible
			L-FPU16	10:45-13:45 12:11	120377BX	11:01	11:10	
			I-NEW16-R	12:00-15:00 13:26	120377BX	12:11	12:20	Gated:=Yes CALL ONCE ARRIVED, Container Placement:=It's Parking Lot Location:=To the left of the building AGREED

Pre-Trip (Start): 6:17a.m. Pre-Trip (End): 6:25a.m. Post-Trip (Start): 3:05p.m. Post-Trip (End): 3:21p.m.

Did Not Fuel | Cost | Gallons
Fuel Purchased Truck | $105.01 | 25.695
Fuel Purchased PodZilla

Morning Break (10 Mins): LUNCH START: Time In: Time Out:
Afternoon Break (10 Mins): LUNCH END: Time In: Time Out:
Employee Signature: Manager Signature: Total Pa


Driver Log - Corporate Locations

PODS Moving & Storage

Move Date: Tuesday, April 23, 2024
Print Date: 4/23/2024 11:17:44 AM

Move Date: 4/23/2024 | Market: Dallas/Fort Worth TX | Driver No:0 | Route #:102 | Driver Name

Customer's Name	From Address	To Address	Move Type	Range ETA	Container	Start Time	End Time	Note(s)
			L-FPU16	12:45-15:45 14:11	126104BX	12:42	12:54	
			I-NEW16-R	13:30-16:30 14:53	120104BX	1:13	1:32	1-LOCKDISC70 Gated:=No , Container Placement:=Paved Dr Drive Way Shape:=Straight , Drive Way Width:=At least two ve , Driveway Placement:=Left Side , Placement Distance: comments:=SWAP IN
			FPU		451738X	2:09	2:21	ADD on !

Pre-Trip (Start): 6:17a.m. Pre-Trip (End): 6:25a.m. Post-Trip (Start): 3:05p.m. Post-Trip (End): 3:21p.m.

Did Not Fuel | Cost | Gallons
Fuel Purchased Truck | $105.01 | 25.695
Fuel Purchased PodZilla

Morning Break (10 Mins): LUNCH START: Time In: Time Out:
Afternoon Break (10 Mins): LUNCH END: Time In: Time Out:
Employee Signature: Manager Signature: Tota

Daily log sheets are provided each day by your Market manager. These are used to keep a manual record of each day's events. **Much like Cheetah, they include information on all your jobs, in order, for a given day, to include the following:**

- Customer name, address, and phone number
- Job type i.e.
    - WRT, (full container returning to warehouse)
    - RDL, (full container being delivered from warehouse to customer)
    - NEW, (initial delivery of empty container)
    - FPU, (final pickup of empty container)
    - FPO, (final pickup of out of service container)
    - MOV, (move container from one address to another)
    - VRP, VLO, VRL, VO, etc. (reposition container, lock out, remove lock, or stuck door/latch).
    - PPE, PPF, (weight tickets E-empty, or F-full)
- Container number (when applicable)
- Container facing information, i.e., R- rear facing, or C- cab facing, (important for placement in given circumstances).
- Any ancillary items i.e., blankets, locks, etc...
- Special instructions, Street or driveway placement, any possible obstructions, overhead wires, or trees etc...
- ETA's – <u>This field differs from Cheetah in that it shows the expected ETA, but more importantly it includes the window time of delivery.</u> PODS offers its customers a three-hour window for delivery with an expected ETA right in the middle of that window. This provides the customer with an idea of our arrival while allowing for any issues that come up that might change our actual arrival versus our expected arrival.

Container Tags Overview



- **Orange Tags:** All rented containers need to have an orange tag.
- Orange tags are applied when the container is picked up for a Warehouse Return.
- **Tags must include:**
    a. Name
    b. Date
    c. CID
    d. Container #
- Tags can be reused!
- Put the tag through the lock instead of the latch so you don't have to cut the tag off for customer access and rewrite a new one!



- **Green Tag:** Container meets brand standards and is ready to rent!
- Green Tags are applied when a container is picked up as a Final Pick Up (going back to the warehouse).
- Install green tag as close to loading time as possible to increase status accuracy. **Include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY

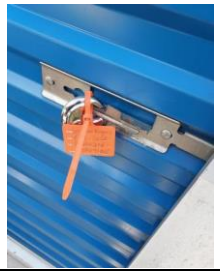




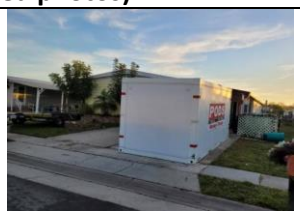
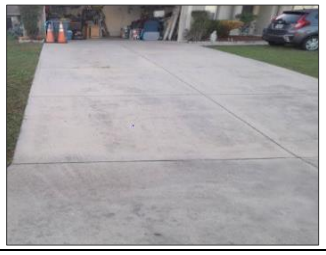
- **Red Tag:** OOS needs to be repositioned to a Repair Hub. **Tag should include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY
    d. All defects found
- Include notes on back for any hidden issues, note where they're located.
- Be sure to mark container as OOS in RBMS.

Cheetah Photo Requirements

<table>
<tr><td colspan="2">Initial Delivery or Redelivery from Storage Center (2 required photos)</td></tr>
<tr><td> </td><td><u>Minimum required pictures</u> any time a container is placed on a truck or trailer
(1) Left side of truck with container secured
(1) Right side of truck with container secured
Pictures should capture
Container is secured with chains
Container number</td></tr>
<tr><td colspan="2">Initial Delivery or Redelivery (NEW or RDL) at Location (4 required photos)</td></tr>
<tr><td>   </td><td><u>Minimum required pictures</u> for ALL Initial & Redelivery Jobs
(1) Customer property for pre-placement – include any pre-existing damage
(1) Left side of container post-placement area
(1) Right side of container post-placement area
(1) Side view with container number
Pictures should capture
The picture of the area where the container is going would be used for pre-existing damage support
Container number</td></tr>
<tr><td colspan="2">Return To Storage (WRT) (6 required photos)</td></tr>
<tr><td>  </td><td><u>Minimum required pictures</u> for ALL Return to Storage Jobs
(2) Customer property prior to picking up the container (Left-side and Right-side) – include any pre-existing damage
(1) Customer property post pickup of the container
(1) Left side of truck with container secured
(1) Right side of truck with container secured
(1) Picture of Orange Tag
Pictures should capture</td></tr>
</table>

<table>
<tr><td> 
</td><td>▪ The picture of the area where the container is going or has been would be used for pre-existing damage
▪ Container number</td></tr>
<tr><td colspan="2">Move to Move – “From” Location (5 required photos)</td></tr>
<tr><td> 

 </td><td><u>Minimum required pictures</u> for ALL Move to Move Jobs
▪ (2) Customer property prior to picking up the container from both sides – include pre-existing damage
▪ (1) Customer property post pickup of the container
▪ (1) Left side of truck with container secured
▪ (1) Right side of truck with container secured
Pictures should capture
▪ The picture of the area where the container is going or has been would be used for pre-existing damage
▪ Container number</td></tr>
<tr><td colspan="2">Move to Move – “To” Location (3 required photos)</td></tr>
<tr><td></td><td><u>Minimum required pictures</u> for ALL Move-to-Move Jobs
3 At “To” Location
▪ (1) Customer property prior to picking up the container and loading on the truck – include any pre-existing damage
▪ (1) Left side of area where container is placed</td></tr>
</table>

<table>
<tr><td> </td><td>▪ (1) Right side of are where container is placed
Pictures should capture
▪ The picture of the area where the container is going or has been would be used for pre-existing damage
▪ Container number</td></tr>
<tr><td colspan="2">Final Pickup (FPU) (5 required photos)</td></tr>
<tr><td> 
 
</td><td><u>Minimum required pictures</u> for ALL Final Pickup Jobs
▪ (2) Customer property prior to picking up the container (Left-side and Right-side) – include any pre-existing damage
▪ (1) Left side of truck with container secured
▪ (1) Right side of truck with container secured
▪ (1) Area where the container was picked up (i.e. driveway)
Pictures should capture
▪ The picture of the area where the container is going or has been would be used for pre-existing damage
▪ Container number</td></tr>
</table>

PODS Acronyms

General PODS

Acronym	Definition
ARC	Accident Report Committee
CCS	Commercial Client Services
Cheetah	Platform used for routing
COO	Container Only Option (Insurance-like option)
CorpOps	Corporate Operations, corporate-owned locations
CPO	Container Protection Option (Insurance-like option)
CRDE	Customer Rentals Data Export
CSAT	Overall Customer Satisfaction (Includes LSAT, SSC, Pricing, Website, etc.)
DJPH	Driver Hours (Total Jobs/Total Delivery Hours)
ERP	Enterprise Resource Planning
ESD	Earliest Ship Date (For IF container shipment)
ETA	Percentage of timely customer container deliveries
FPU	Final Pick Up
IF	Inter-Franchise
OTR	Over the Road
IFR	Incident Frequency Rate
LSAT	Local Customer Satisfaction (Operations related)
LSE	Logistics Service Exception (Delayed IF container shipment)
Medallia	Platform for measuring/reporting customer service
MPR	Monthly Performance Review
OE	Order Entry
OOS	Out of Service
Power BI	Platform for KPI reporting
RBMS	Retail Business Management System (Pre-2016)
Samsara	Platform for safety score measurement
SOP	Standard Operating Procedure
SSC/S&SC	Sales and Service Center (Call/Contact Center)
StoMo	Storage Mobility Acquired Markets
TMS	Transportation Management System
TMT	Company providing the TMS
UTD	Unable to Deliver
WJPH	Total Hours (Warehouse, Delivery, Repair, Development)
Xdel	Extended Delivery Fees (Transit fee for customers outside radius)

PODS Marketing

ACD	Account Create Date
AOS	Axciom Audience Operating System
LP Marketer	LivePerson, Inc. Platform
MAF	Marketing and Advertising Fund (2% of all sales)
QBD	Quote Book Date
QCD	Quote Create Date
SMC	Sales and Marketing Committee
SMP	Sales and Marketing Program (Opt-in program for Franchisees)

Tactical Meeting Terms

CMS	Call Management System
DBA	Database Administrator (Job Role)
IFBM	IF Benefits Message
IT	Information Technology
PD	Production Environment
QA	Quality Assurance
SFTP	Secure File Transfer Protocol
SQL	Structured Query Language (Pronounced Sequel)
ST	Staging Environment
TE	Test Environment
TR	Training Environment
UAT	User Acceptance Testing
URG	Urgency

General Marketing

Branded Terms	Such as PODS, PODS moving
CPC	Cost Per Click
CTR	Click-through Rate
EFM	Enterprise Feedback Management (PODS uses Confirmit)
NAICS	North American Industry Classification System
SEM	Search Engine Marketing
SEO	Search Engine Optimization
Unbranded Terms	Such as moving, moving companies

General Business

AHT	Average Handling Time
ANI	Automatic Number Identification (Caller ID)
BU	Business Unit
CCS	Commercial Client Services (Team managing sales and service of commercial customers)
COB	Close of Business
CY	Current Year
DID	Direct Inward Dial (External published phone number)
DNIS	Dialed Number Identification Service (Represents TFN)
EBITDA	Earnings before interest, taxes, depreciation, and amortization
ECHI	External Call History Information
EOB	End of Business
EOD	End of Day
EOM	End of Month
HR	Human Resources
IVR	Interactive Voice Response
KPI	Key Performance Indicator

LOB	Line of Business
MTD	Month to Date
OA (DB)	Operational Analysis Database (Call data from Avaya)
PBX	Private Branch Exchange (Internal Phone Switch)
PY	Past Year
SST	Special Services Team (Includes Canada IF, Hawaii Sales, City Service Sales)
TFN	Toll Free Number
WE	Week End
YOY	Year over Year
YTD	Year to Date

Job Aid: Container Condition

Step	Acceptable	OOS
1. Inspect the container door.	• Light scratches, small dents, and light fading on door. • Weather strip show no signs of weathering or discoloration.	• Weathering or discoloration of weather strip. • Graffiti or other markings.
Acceptable  		
2. Open the container door.	• Door opens and closes without issue. • Latch operates properly. • Latch has beginning signs of rust.	• Door doesn't open/close properly. • Latch is severely rusted or damaged. • Latch doesn't operate properly.
Acceptable  		
3. Inspect container floor.	• Swept clean and free of debris. • All fasteners are intact and flush with flooring. • Undamaged, free of holes. • Clean appearance—no markings or stains. • If stained, painted with dark exterior gray paint to mask heavy staining. • Free of rot, swelling, cracks or warps.	• Fasteners are missing or damaged. • Damaged/holes • Stained • Rotted, swollen, cracked, or warped.
Acceptable 		

4. Inspect container roof.	• Plastic roof shows slight signs of wear. • Roof clip is being used as a temporary repair on a plastic roof (no more than 4 roof clips per container; no more than 2 roof clips per side). • Steel roof not excessively damaged, no holes.	• Plastic roof is cracked or incorrectly repaired with duct tape or other unapproved solution. • Missing or loose roof bolts. • Roof insulation tape exposed. • Signs of leaking or other damage.

Acceptable

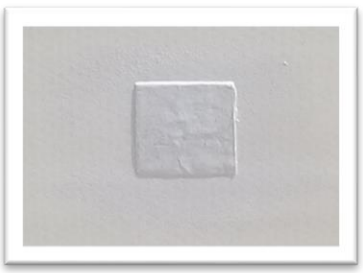






5. Inspect container walls (interior and exterior).	• No strong odors. • Updated interior signage, clearly displayed. • Any patches are properly installed and level in appearance (aluminum for traditional containers; ultraviolet for new generation)—should not exceed more than 8 patches per container or 4 patches per side. • Sign/decal shows only slight wear or fading.	• Strong odor. • Old legacy signage. • Poor quality patches, incorrectly applied. • More than 8 patches on container/more than 4 patches on one side. • Sign/decal is torn, severely faded, graffiti, or other noticeable markings.

Acceptable









6. Inspect container skids.	• Lights signs of wear.	• Skids are badly cracked, split, or broken. • Skid missing.
Acceptable 		
7. Inspect tie-down plate.	• Securely attached. • Connection hole is structurally sound with no extensive rust.	• Plate is bent, unsafe, excessively rusted, or otherwise not structurally sound.
Acceptable   		

RESOURCES

Canada Specific

CARBON MONOXIDE GAS

Objective

To educate Employees of the dangers of Carbon Monoxide Gas

What is Carbon Monoxide?

Carbon monoxide (chemical abbreviation: CO) is a colorless, odorless, and highly poisonous gas. It is produced by the incomplete burning of fuels. Engines powered by gasoline, propane, or diesel release carbon monoxide. So do fuel-fired heaters and certain welding processes.

Carbon Monoxide cannot be detected through sight or smell so a detector is required to detect its presence.

Carbon Monoxide gas can accumulate in any enclosed or poorly ventilated space where a source of CO is being operated. These include:

- Vehicle and equipment cabs
- Parked vehicles
- Basements or parts of buildings under construction
- Tarped-in areas
- Parking and mechanic garages
- Workshops
- Warehouses
- Low-lying confined spaces (sewers, manholes, etc.).

Symptoms of Carbon Monoxide Poisoning:

- Headache
- Fatigue
- Nausea
- Dizziness
- Confusion
- Shortness of breath
- Impaired vision or hearing

Seek fresh air immediately at the first indication of symptoms.

With severe exposure, seek immediate medical attention.

Continued exposure can lead to loss of consciousness, arrested breathing, heart failure, and eventually death.

Workers with heart and lung disease are particularly sensitive to Carbon Monoxide exposure. In addition, cigarette smokers have higher levels of Carbon Monoxide in their blood and may experience the effects sooner than non-smokers.

Prevention

- Inspect and maintain fuel-powered tools and equipment in accordance with the manufacturer's instructions to ensure they run properly and as cleanly as possible. Look for such things as leaking exhaust connections or manifolds, as well as loose or broken floor boards, exhaust pipes, and mufflers. Ensure that the air intake and fuel systems are working correctly.
- Never run an engine in an enclosed space unless a ventilation or exhaust system is available and working properly.
- Use electric tools or equipment where possible and when working in poorly ventilated areas.
- Use an indirect-fired heater for heating the work area rather than a direct-fired heater (e.g., open-flame or closed-flame heater). Indirect-fired heaters vent combustion by-products (including CO) outdoors while directing the heated air inside.

Ventilation

- Make sure the work area is well-ventilated
- Keep doors and windows open, if possible
- Use fans to bring in fresh air from outside
- When necessary, use exhaust hoses to draw engine exhaust out of the work area

The above information is provided to comply with Ontario OHSA R.R.O. 1990, 833 Control of Exposure to Biological or Chemical Agents Regulations.

CONVEX MIRROR USE GUIDELINES

Objective

To provide instruction on how company provided magnetic convex mirrors are to be utilized while operating the Podzilla in circumstances where the path that Podzilla will be traveling is visually obstructed by the driver/operator.

Preparation

Upon arriving at a job site the driver is required to ensure the area that a container is being delivered to or picked up from is free of any obstructions or hazards as per usual standard operating procedures.

Requirements

Once the driver has determined that the area is clear, they will be required to utilize two (2) company provided magnetic convex mirrors on the Podzilla to ensure visibility of any obstructed path that the Podzilla will be traveling.

For example, delivering or picking up a container (Podzilla is being driven off the truck, and/or the container is being lowered down), one magnetic convex mirror will be placed on the drive tire post on the side opposite of the Podzilla hand controls, facing the rear steer tire and the second mirror will be placed on the steer tire post on the operator's side of the Podzilla facing the opposite rear steer tire. Both mirrors must be placed so that the driver/operator has a clear view of any tire or Podzilla travel path that is blocked by the container.

If the Podzilla is being driven back onto the truck bed, the mirror on the drive tire post can be moved to the rear steer tire post (diagonal to the hand controls), facing the front drive tire to give the driver/operator a clear visual of the direction that the Podzilla is traveling.

Only once the Podzilla is placed safely back on the truck should the mirrors be removed and placed in the cargo box behind the cab of the truck for safe keeping.

Reminder:

- Stay alert at all times while operating Podzilla and while also wearing the appropriate and mandatory hearing protection
- Remember to place mirrors at such a height that you have adequate visibility while also being able to retrieve them once the Podzilla is placed back on the bed of the truck
- The use of the company provided convex mirrors is mandatory. Failure to utilize the mirrors as required, using them improperly or failing to remove them from the Podzilla resulting in damage to or loss of one or both mirrors, may result in discipline up to and including termination.

TRAFFIC MANAGEMENT PLAN

Objectives

The objective of this Traffic Management Plan are as follows:

- To protect workers and the public by helping to regulate traffic flow in cases where employees are required to stop or reduce traffic flow in order to deliver or retrieve company storage containers
- To allow operation of Podzilla to proceed safely and efficiently
- To ensure that public traffic has priority over lifting equipment when possible

Preparation

Before starting work, drivers are to ensure that they assess and/or plan for the following:

- Where/how the equipment will need to be operated (eg. crossing the road, along the shoulder, on the sidewalk or grass etc.)
- Any special conditions or restrictions in the area (eg. retaining walls, overhead wires, trees, uneven ground/trip hazards, soft ground or new asphalt etc.)
- How pedestrian and public traffic will flow (eg. along a two-lane roadway, around curves or hills, direction of pedestrian flow etc.)

Protective Devices - Safety Cones and Truck

Place safety cones to give yourself ample clearance to be able to safely operate Podzilla, use the PODS company Truck (with Flashing Lights) to help block traffic if needed.

Personal Protective Equipment

- Safety boots, CSA-certified, Grade 1 must be worn at all times (green triangular CSA patch outside, green rectangular label inside)
- Safety vest, covering upper body to be worn at all times (main material must be fluorescent blaze or international orange in colour and must have retroreflective and fluorescent stripes)

Requirements

- Wearing of Safety Vest is mandatory
- Sound health, good vision, mental and physical alertness
- Mature judgment and a professional manner
- A good eye for speed and distance to gauge oncoming traffic
- The ability to give motorists simple directions, explain hazards and answer questions patiently
- Understanding, and respect for the responsibilities of the job

Reminders

- Be aware of your surroundings and watch for traffic
- Stay alert and have an escape route planned in case of emergency
- Wear required personal protective clothing at all times
- Be courteous to other motorists and remain professional at all times

HEARING PROTECTION

Objective

Hearing Protection is required to protect workers from the dangers of excessive noise levels.

Preparation

Drivers will be required to ensure they have two (2) pairs of reusable company provided earplugs, prior to going out on the road each day. The second pair is in case the first pair are damaged or lost.

Personal Protective Equipment ("Hearing Protection")

Hearing Protection will be provided by the company in the form of earplugs, however earmuffs (supplied by the employee) may also be worn if preferred to earplugs.

Requirements

As per the Ministry Guidelines for noise pollution (OHSA, 381 2(1) Ontario Noise Regulation) noise in excess of 85 decibels (dBA) can potentially cause hearing damage. While running, the Podzilla can reach levels of approximately 95 dBA and therefore, effective immediately, all employees are required to wear Hearing Protection while running Podzilla.

Signage reminding operators of the dangers of excessive noise exposure will also be posted near the controls of podzilla.

Reminder:

- Always wear Hearing Protection during operation of Podzilla and as always, stay alert at all times
- Earplugs/ Earmuffs do not cancel noise, they just limit decibel (dBA) levels to provide protection
- Hearing protection is for your safety and is therefore MANDATORY. Not wearing hearing protection or misuse of hearing protection may result in discipline up to and including termination

Revision History

Date	Revision	Owner
Nov. 2024	Version 1 Published	Kara Delemeester