Policy: Container Pest Infestation

Policy Applies to: Corporate Operations, Enterprise Operations, Franchise Operations

Prepared by	Effective Date
CI Pathfinders	4/1/2025

Overview:

Customer containers may occasionally be compromised by pest infestations. Upon discovery, PODS associates must follow the procedures outlined in this policy to protect the integrity of PODS' equipment, containers, storage facilities, and customer's personal property.

Scope

This policy applies to all associates of Corporate Operations, Logistics and Advocacy.

Definition

"**Pest Infestation**" refers to the presence of rodents, termites, roaches, insects, or other pests within or outside a container. This may include visible pests, droppings, nests, chewed materials, or other indicators of infestation. Pest infestations may also be identified based on either a customer or third-party informing PODS that they are treating for pests at a location.

Discovery of Pest Infestation

I. Onsite (Customer Location) Infestation Discovery

If a PODS' driver discovers a pest infestation outside or inside a customer's container during a scheduled pick-up:

(a) The driver must cancel the pick-up immediately and report the issue to the driver's manager.
(b) If the customer is onsite, the driver must inform the customer the reason for the cancellation and further explain that PODS' Advocacy Team will follow up regarding next steps.
(c) The manager must escalate the matter to the Advocacy Team.
(d) The Advocacy Team will contact the customer to explain the cancellation and next steps, especially if the customer was not present during the cancellation.
(e) The Advocacy Team will require the customer to resolve the infestation using a licensed pest control provider and provide satisfactory proof of the extermination to the Advocacy Team before a new pick-up can be scheduled. Acceptable proof includes a copy of any extermination receipt and inspection report.

II. In-Transit (PODS Possession) Infestation Discovery

If a pest infestation is discovered after the initial pick-up (e.g., at a storage facility, during transportation, or at the destination storage facility):

(a) The associate discovering the infestation must immediately escalate the matter to the Advocacy Team and submit photographic evidence of the pest infestation.
(b) The Advocacy Team must escalate the matter to the Legal Department.

(c) If the discovery occurs at a storage facility, the RVP and the market manager of the storage center must be notified. If during long-distance transportation, the Director of Logistics must be notified.
(d) These departments will collaborate with Advocacy Team to determine an appropriate course of action to remedy the situation. Possible actions include:

- Quarantining the container outside at the storage center or the hub, as applicable.
- Continuing the long-distance transportation of the container if the risk of infestation spread is low, combined with quarantining of the container outside at the final destination facility.
- Requiring the customer to resolve the infestation using a licensed pest control provider where the container resides and provide satisfactory proof of the extermination before any further action is taken with the container. Acceptable proof includes a copy of any extermination receipt and inspection report.
- PODS sealing off the container with protective material (e.g., a plastic tarp).

(e) Advocacy will contact the customer concerning the pest infestation and to explain the actions to be taken by PODS with respect to the pest infestation.

QUESTIONS/COMMENTS:

Any questions or comments concerning this policy should be submitted to the Legal Department.

SOP Revision History:

Date	Revised By	Revision Description
4/1/2025	Continuous Improvement	New Policy
7/21/2025	Continuous Improvement	Revised Escalation Path