December 2025

Corporate Operations Managers' Memo

MANAGEMENT & PROCESS

New Additions and Promotions



Jim Gimeson – President, CEO

Jim joins us from WASH Multifamily Laundry Systems, where he served as CEO since 2019. WASH is a multinational company operating in 25 U.S. states and 8 Canadian provinces that provides a variety of innovative laundry solutions for multifamily, campus and on-premises laundry operations.

Jim's experience spans both consumer and business-to-business service industries, with deep expertise in finance, business development, global strategy, technology solutions, manufacturing, and operations. Throughout his career, Jim has proven himself as a leader who can reposition businesses for success, guide organizations through strategic initiatives, expand service offerings, and drive growth through both organic development and mergers and acquisitions.

Prior to WASH, Jim served as Chief Operating Officer for Sears Home Services, the nation's largest appliance repair, HVAC, and home improvement service provider, delivering more than 52 million solutions annually to homeowners and commercial businesses. Before Sears, he was integral in leading Scotts LawnService, a subsidiary of The Scotts Miracle-Gro Company, through its pivotal 2016 merger with TruGreen. He subsequently served as COO of the combined $1.3 billion TruGreen entity, where his leadership contributed directly to significant financial growth through improved performance and the launch of new products and services. Earlier in his career, Jim spent 18 years in executive roles within the retail and direct selling industries at Smith & Hawken (later acquired by Scotts) and The Longaberger Company, where he helped guide organizational growth and operational excellence. He holds a B.A. in accounting and finance from Muskingum University and an MBA from The Ohio State University Fisher College of Business.



Christopher Bencivenni – Director – Corp Ops Workforce Management

Chris brings more than 15 years of experience within PODS' corporate operations organization to his new role. He began his career with PODS as a driver in the Baltimore market and, after two years, was promoted to market manager, a role he held for 12 years. In 2022, he was elevated to territory manager, overseeing the Delaware Valley and Mid-Atlantic territories. In his new role, Chris will support our field associates by improving planning, coordination, and communication to help operations run more smoothly and create a more stable, predictable work environment. His responsibilities include analyzing trends, volume, and associate feedback to anticipate staffing needs and serving as a key liaison between Corporate Operations and Human Resources. **Chris reports to Rich Schwartz, SVP – Corporate Operations**.

MANAGEMENT & PROCESSES

New Additions and Promotions



Bryan Davidson – Senior Manager – Centralized Route Planning & Network Optimization

Bryan enters his new role of Senior Manager of Centralized Route Planning & Network Optimization with nearly five years of experience across multiple roles at PODS. Joining PODS in 2021, Bryan served as a market manager in our West region for just under two years before moving to our Continuous Improvement team where he has worked to drive optimization and efficiency improvements across the business for the past three years. In his new role, he will lead the centralized routing team, managing route efficiency and maximizing capacity through our CORE process across all markets; while also ensuring the consistent execution of safe container deliveries, in addition to creating and delivering standard work for the field. Bryan reports to **Alberto Callwood, Dir – Corp Ops Technology**.

Complete Safe Driving Training by January 1

As Rich Schwartz shared during Wednesday's All-Hands call, we're refreshing and strengthening our commitment to safe driving behaviors with a series of training activities that focus on safety, defensive driving, and the core tenants of LLLC.

To start, please access and complete the following courses in PODS U:
- FSC Lesson 1: Understanding Safety & Risk
- FSC Lesson 2: LLLC™ Defensive Driving

Each course will take roughly 45 minutes to complete and must be completed by Thursday, January 1. To make this process more convenient, we've canceled the remaining All-Hands calls for the year and scheduled time for you to complete this training in their place.

This realignment and focus on safety culture will help make tomorrow safer! Thank you for your hard work and diligence toward these goals every day.

January Safety Score Notice

The **January 3rd Safety Score** will account for events that happened **up to December 8**, since the calculation reviews incidents from the **four weeks before** the scoring date. So, even though the score is called "**January 3rd,"** it actually covers performance and events from **December 8 through January 3**.

MANAGEMENT & PROCESSES

PTDC Qualifying Scores Due January 12

We're excited to bring the high-energy spirit of the PODS Truck Driving Championship (PTDC) to our local sites, and we need your help to make it a celebration to remember!

Turn qualifiers into a fun-filled day! Invite your teams and their loved ones to join in the excitement as Drivers and Storage Center Workers compete for a coveted spot at the PTDC. Make it an event! Provide lunch for your team and encourage them to bring their family out to watch and cheer on the competition. This is a chance to build team spirit, engage families, and celebrate your warehouse's best drivers and storage center workers as they compete for a chance to come to Tampa, Florida, and go up against the best-of-the-best!

Qualifying rounds must be completed and scores must be submitted to Bryan Davidson no later than COB on Monday, January 12—NO EXCEPTIONS. Work with your TM to plan your location's qualifier!

This year's MM PTDC qualifying rounds toolkit is available now! Please review the document for instructions and contact Bryan Davidson at BDavidson@pods.com if you have any further questions.

Container Repair SLAs (Timelines)

OOS Status

Within 24 hours of FPU

FPU'd containers that do not meet Brand Standards should be updated to **Out of Service Status** in RBMS

Repair Reimbursement Forms
Within 24 hours of repair

Containers with completed repairs must have reimbursement forms submitted to ContainerRepairReimbursements@pods.com

In Service Status (Post Repair)
Within 24 hours of repair

Containers with completed repairs should be updated within **Service Status** in RBMS

MANAGEMENT & PROCESSES

Winter Weather: Wearing the Right Gear:

During the winter months, drivers should ensure that they are checking their work boots for winter safety. Look for features that provide traction, warmth, and waterproofing. Ensure your boots have:

- A **sturdy sole** with deep, multidirectional lugs for grip on ice and snow
- **Adequate insulation** (look for grams of insulation for warmth)
- A **waterproof** or **water-resistant** material with sealed seams and a gusseted tongue to keep feet dry.

The fit should be comfortable with room for thick socks.

Please refer to our boot policy and work with your associates if they need a new pair of boots or external ice traction cleats like the ones shown below.



Driver Base Access List

As we prepare to launch the Base Access Project in January, we are finalizing the list of participating drivers from each market that services a Military Exchange location. At this time, we are still awaiting driver submissions from multiple markets.

To ensure readiness, please take the following actions immediately if you have not done so already:

- **Submit the names of the drivers** from your market who will participate in the Base Access Project.
- **Confirm that each driver has a REAL ID.** This is a mandatory requirement for participation – no exceptions.

Review the Driver Base Access list indicating which drivers have long-term base access and those who still require it, and confirm its accuracy for your market.

Please send any updates or additions to Cole Washko at CWashko@pods.com. All updates and inclusions are due by December 31, 2025, and your prompt response is critical to meeting our project timeline.

Thank you for your attention and partnership as we move forward with this important initiative.

MANAGEMENT & PROCESSES

Motive Telematics System Requirements

All trucks required to use the Motive Telematics system must have a fully functional Motive device prior to being placed or kept **In Service**.

Any truck equipped with Motive Telematics that **does not** have a functional Motive device (including but not limited to loss of power, device removal, tampering, communication failure, or inability to transmit required data) will be considered **Out of Service (OOS)**.

Trucks identified as OOS due to Motive Telematics failure **must not be operated on public roadways** until functionality is fully restored. The condition must be immediately reported to the market manager, territory manager and fleet manager **and** documented through the appropriate maintenance or work order process.

Market managers are responsible for ensuring the vehicle status is updated appropriately and that the asset is not dispatched or used while OOS. Once Motive Telematics functionality is verified and restored, the truck may be returned to **In Service** status, in accordance with Fleet guidance.

Motive Device Health Briefing

1. Why Device Health Matters

Every Motive gateway and camera must be working correctly for us to capture accurate drive time, safety events, and protect our drivers. If a truck does not have a functioning Motive unit, it affects safety scoring, coaching, and compliance.

If a truck doesn't have Motive installed, it must be taken out of service until we get it equipped. Please reach out to **Nathan Egbers, Cass Taylor, or Ken Asche** immediately to schedule installation.

2. What To Do If a Device Is Not Working

If a device goes offline, stops recording, or shows faults, **contact Cass Taylor or Ken Asche** immediately so that a Motive Support ticket can be submitted.

Before that, here are the quick troubleshooting steps:

- **Check all physical connections** on the Vehicle Gateway — unplug, inspect pins, and firmly reconnect.
- Ask for a reset
- Perform a **10-second pinhole reset** on the gateway; LEDs should cycle and return to normal.
- **Unplug and reseat the dashcam**, inspect the cable, then perform the 10-second dashcam reset.

If the device still doesn't come online, let us know so we can escalate it.

MANAGEMENT & PROCESSES

Motive Device Health Briefing

3. Firmware Updates

- To keep units running properly, follow the PODS firmware procedure:
- Move the truck outside for a strong 5G or WiFi signal.
- Turn the key to the **ON position (without starting the engine)** for 3–5 minutes to download.
- Turn the truck **OFF for 5 minutes**, then back to **Accessory mode** for 5–10 minutes to install.
- Blinking yellow and white LEDs mean installation is in progress.

When done, LEDs will return to normal – no further action is required.

4. No Tampering — Zero Exceptions

Unplugging a Motive device or camera is considered tampering and may lead to a **Code of Conduct violation**.

These devices protect drivers, the company, and YOU. Keep them connected **at all times**.

5. Fixing an Obstructed Camera

If the camera says "obstructed," it's usually an easy fix:

- Wipe the lens
- Remove anything blocking the view
- Make sure the cable isn't pulling or angled incorrectly.

View the full instructions **for Relocating Your Motive Smart Dash Cam** on the following page.

6. Speeding Review

Speeding events are automatically flagged as coachable in Motive.

The coaching workflow is simple:

- Event occurs → goes to Pending Review.
- If coaching is needed, it gets marked Coachable.
- After the session, it becomes Coached and no longer affects your queue.

If you have any questions about speeding events, thresholds, or how they appear in Motive, **contact the WhipAround & Motive Teams Channel**.

Final Reminder

If you see something wrong with your Motive device – a loose cable, a bad LED pattern, camera obstruction, or it's just offline – **speak up immediately**. Healthy devices mean safer drivers and smoother operations across PODS.

MANAGEMENT & PROCESSES

Relocating Your Motive Smart Dashcam



Removing the Dashcam

1. Locate the dashcam in the vehicle.
2. Use WD-40 spray or dental floss to carefully detach the dashcam from the windshield.
3. Clean the mounting area with an alcohol swab.

Reinstalling in a New Location

Prepare the Windshield

- Clean the new mounting area using the alcohol swab.
- Recommended location: Top-center of the windshield or beside the rearview mirror—ensure it does **not** obstruct the driver's view.

Attach the Dashcam

- Peel off the adhesive backing.
- Align with the road-facing camera on the bottom.
- Press and hold firmly for 15 seconds.

Secure the Cable

- Use provided wire clips to wrap the USB cable along the windshield edge.

Prepare the VG Connection

- Clean the side of the Vehicle Gateway with an alcohol swab.
- Remove the adhesive backing from the USB connector.

Connect to the Vehicle Gateway

- Plug in the USB cable.
- Press and hold for 10 seconds to ensure it is secured.

Final Adjustments

- Confirm the Vehicle Gateway is securely mounted.
- Adjust the dashcam angle for a clear road view.
- Use a coin to rotate the side screws and fine-tune the lenses if needed.

MANAGEMENT & PROCESSES

Winter Weather Safety Tips

The winter season brings **cold temperatures** and severe weather conditions that create many hazards for individuals working in areas that experience these conditions. Even if you work indoors, winter weather still poses many hazards for you, such as **driving into work in bad weather** or walking through an icy parking lot to get to your building. It is important to recognize and address the hazards the winter season brings with it.

Winter Driving Crash Statistics

- According to the Department of Transportation, winter weather conditions are responsible for over **192,000 injuries and 2,200 deaths each year** on the road.
- Outside injury and loss of life, winter weather conditions are responsible for **millions of dollars in property damage incidents**.

Slips, Trips, and Falls: Facts and Figures

- Slips, trips, and falls are one of the leading causes of injuries and fatalities in the workplace.
- According to OSHA, **slip, trip, and fall incidents cause 15% of all accidental deaths** and are second only to motor vehicles as a cause of fatalities on the job.
- Snow, sleet, and ice greatly increase the chances for slip, trip, and fall incidents to occur.

Winter Safety Tips

Monitor weather for any incoming snowstorms or icy conditions and plan your travel around those conditions.

Do not drive in wintery conditions if possible. Eliminating driving eliminates your chances of being in an accident.

Be a defensive driver. Stay clear of other drivers and maintain a safe distance in case you need to brake or turn to avoid an accident.

Slow down. Winter weather conditions necessitate reducing your speed. This will give you more time to react as well as help to avoid losing control of your vehicle.

MANAGEMENT & PROCESSES

Share Your Farewell Message for Kathy Marinello!

As announced at our Enterprise Town Hall, President and CEO Kathy Marinello will be retiring from PODS at the end of her term, concluding five years of exceptional leadership.



To honor her leadership and dedication to our organization, we are creating a company-wide digital Kudoboard filled with messages of gratitude and well wishes from every corner of our organization.

This is your opportunity to share a personal note, a favorite memory, or a simple thank you that will be presented to Kathy as a keepsake of her time with us. Whether you worked with her directly or were inspired by her vision, we encourage you to contribute.

Please submit your message by Monday, December 22, to ensure it is included in the final presentation.

Managers: Please share this QR code with your team members to ensure that they have a chance to share their farewell message as well.