January 2026

Corporate Operations Managers' Memo

MANAGEMENT & PROCESS

Cheetah Phone Crashing – Mobile App Reset Instructions

Some users have experienced the Cheetah Mobile App crashing while taking photos. If you have encountered this issue, please follow the steps below to reset the app.

Working with IT to Reset the Cheetah Mobile App

1. Exit the app
2. Go to Settings > Apps > Cheetah Mobile
3. Select **Storage**
4. Select Clear **data**
5. On the pop-up screen, select **Delete**
6. Press **Back**
7. Submit a SNOW ticket
    a) Under **What URL are you using?**, please note that you're seeking a mobile app reset due to the phone crashing
8. Once your ticket has been submitted, please send your ticket number in the Cheetah Chat
9. When the above steps are completed, IT will work to reset the device overnight

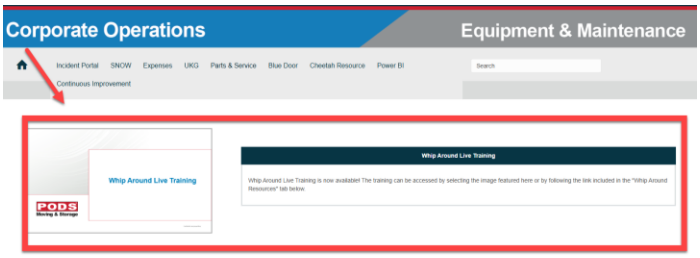
If you are experiencing any other issues with Cheetah, please use the Cheetah Mobile App Troubleshooting Guide.

This guide can be found in the Cheetah Resource Center on the Corp Ops Intranet.

Utilizing the Equipment & Maintenance Intranet Page

Please refer to the **Corporate Operations Intranet Site** for a wide range of technical manuals and troubleshooting guides related to Fleet Operations.

The video at the top of the page is one of our recorded Whip Around training sessions. Review it for detailed training around the tasks that users will be required to complete.



MANAGEMENT & PROCESSES

Busy Season Readiness: 90-Day Preparation Plan

WHY THIS MATTERS

The Next 90 Days Are Critical

- Peak season is won *before* demand peaks.
- Proactive readiness prevents service failures, overtime, spikes, inefficiencies and sold out days.

TRUCK SUPPLY READINESS

Act Now

- Does each truck have a Driver & LEO Binder that is up to date with required documents?
- Do all trucks have the necessary supplies to promote "Safe Container Delivery" Standard Work?
  - Track mats (2)
  - Tape measure
  - DOT safety cones (4)
  - 12" delivery cones (4)

STAGING YARD STRATEGY

Be Intentional

- Validate current drop yard capacity, layout and occupancy.
- Identify and resolve Out-Of-Service (OOS) or excess containers.
- Ensure staged containers are **Green Tag** and for operational value, not convenience.

Key Principle

- Do not drive empty to retrieve a single container—plan moves strategically.
- Combine move with other scheduled jobs or required service when possible.

EXECUTION DISCIPLINE

Protect the Business

- Ensure timecards are adjusted accurately, every day. Including reposition, container repair and other SCW work.
- Prevent unplanned and inefficient labor by planning ahead.

KEY TAKEAWAY

The next 90 days determine busy season success. Early action, strategic planning and disciplined execution will allow us to maintain maximum efficiency and capacity while controlling costs and maintaining service levels when volume increases.

Newsweek's Readers' Choice Awards: Vote for PODS!

PODS has been nominated in *Newsweek's* Readers' Choice Awards! The Storage & Moving category is now open for public voting, and PODS is recognized as a Best Storage Container Company nominee for 2026. **Print the flyer on the following page and post it in your storage center** so that all our associates can get their votes in each day!

ALL IN FOR FIRST PLACE

VOTE for PODS®

PODS has been nominated in *Newsweek's* Readers' Choice Awards! The Storage & Moving category is now open for public voting, and PODS is recognized as a Best Storage Container Company nominee for 2026.



VOTE FOR US!

#NewsweekReadersChoice

We need your help to bring home the win against some of our top competitors! Polls are open **through Wednesday, February 4** – users can vote once every 24 hours.

Scan the QR code to cast your vote and help us claim the top spot!

MANAGEMENT & PROCESSES

Annual Review of Driving Record – Due Friday, February 6

The Annual Review of Driving Record process has been simplified and digitized. For 2026, the process will remain the same as prior years, allowing managers to complete the reviews within UKG.

2026 Annual Review of Driving Records process

Gather Driver Information
Obtain the following from each driver's license:
- First and last name (exactly as it appears on driver's license)
- Driver's license number, issuing state and expiration date

Assess Driver Performance for last 12 months
Managers should review the following:
- **Samba score**: Verify Samba score is less than 25, per PODS scoring criteria
- **Driving record (MVR)**: Access the driver's MVR in Samba to ensure:
  - The driver holds a valid license
  - Any violations on the MVR not reported to leadership within the last 12 months are noted, per PODS policy
- CSA summary: Review in Samba (located in bottom left corner of driver's Samba page) for roadside inspections and DOT-recordable crashes
  - Any moving violations not yet addressed

Complete the Annual Review Form in UKG
- Access the assigned form in UKG to enter the driver's information, as outlined in Step 1
- Determine if the driver is disqualified or meets minimum safe driving requirements
- Enter your information and click Submit

Deadlines
- For active drivers, the Annual Review of Driving Record must be completed by **Friday, February 6, 2026**
- For drivers returning from an absence, the Annual Review of Driving Record must be completed as part of the return-to-work procedure

Questions or need assistance accessing Samba?
- Samba can be accessed from this link – enter your username, password and complete the security challenge. If you have issues logging in to Samba, contact Stephanie Reetz at SReetz@pods.com.
- Refer to the "Annual Review of Driving Record - Quick Guide"

For all other assistance, please reach out to your Safety & Compliance Team:
- Matt Portilla, Region Safety Manager NE & Central – MPortilla@pods.com
- Larry Toney, Region Safety Manager SE & Central – LLToney@pods.com
- Lisa McCarrick, Region Safety Manager West – LMcCarrick@pods.com
- Stephanie Reetz, Lead – Compliance – SReetz@pods.com

MANAGEMENT & PROCESSES

137 Ryder Truck Purchases – Ownership and Registration Change

We are in the process of purchasing and flipping 137 Ryder-owned trucks. The first round began with 76 trucks purchased last month; 55 trucks were purchased last week, and the remaining six will be purchased in February when their leases expire. These trucks are listed across four tabs within this file to help give you a rough timeline of when you can expect your new plates/IFTA decals.

We have opened Work Orders in Whip Around to track your progress for applying the new plate/decals. **Ask your local Ryder contact if they want their old plate back. If not, feel free to dispose of it.**

Excel File Explanation and Timing for Plates/IFTA Decals;

1st Wave Shipped 1/12/26 – These 71 plates and IFTA decals were shipped earlier this week and most packages should have arrived on January 14. Please put the new plate and IFTA decal on your truck and close your Work Orders in Whip Around. FedEx Tracking #s are listed in the far-right column.

1st Wave Delayed – You are estimated to receive plates for these trucks within roughly two weeks. Ryder lost these titles, hence the delay in replating and titling.

2nd Wave – A majority, if not all, of the 55 titles have been executed and registration will begin by end of week. Plates are expected to arrive in roughly two weeks.

2nd Wave Delayed – Leases for the six remaining trucks don't expire until February so we haven't purchased these trucks yet. These will be done next month and you can expect plates around the end of February.

What's In the Package?

- Tennessee Hard Plate
- IFTA Decals
- Instruction page with list of assets needing plate/IRP decal
- Card stock printed IFTA license to put inside each truck binder

What Trucks Do IFTA Decals NOT Go On?

IFTA decals **do not** go on non-CDL trucks or base state-plated trucks that never leave the state.

If one of these 137 trucks is in your market, you would have received an email from Brannon Hufstetler/fleet earlier this week, but another round may come out later in Q1. Please reach out to Brannon, Cass Taylor, and/or Nathan Egbers with any questions.

MANAGEMENT & PROCESSES

Fleet Deploys Nine New EMT Trucks

Working with PODS' marketing department on the custom design, fleet has deployed nine new EMT trucks to the field—with additional trucks actively being assembled for deployment later in 2026 and 2027.

These trucks are will allow our maintenance technicians to travel market-to-market to make necessary repairs to our PODZILLAs.

These trucks will be stationed in the markets listed below:

First Name	Last Name	Employee Email	Market	New Truck Allocation	Supervisor Name
Samuel	Edmonds	STEdmonds@pods.com	Atlanta Nw, Ga	28465	Crowe, Rebekah L.
Charles	Bennett	CBennett@pods.com	Little Rock, Ar	28425	Owen, Bradley C.
Julio	Jimenez	JJimenez3@pods.com	Boston, Ma	28435	Luz, Sean P.
Carlos	Montiel	cmontiel@pods.com	Northern Californi	28393	Edgar Chavarria
Jace	Gray	JGray2@pods.com	Detroit, Mi	28464	Michels, Matthew J.
Raul	Alanis	RAlanis@pods.com	Houston, Tx	28404	Preston, Timothy R.
Benjamin	McIntosh	BMcIntosh@pods.com	Philadelphia, Pa	28467	Murillo, Kiana A.
Anthony	Stetz	AStetz@pods.com	Seattle, Wa	30619	Holcomb, George M.
Lennen	Collado	Lcollado@pods.com	Charlotte, NC	28431	Anthony "Tony" Melton

These trucks will typically provide service within their territory at the direction of the local territory manager but will extend into neighboring territories as needed.

If your storage center needs PODZILLA repairs, work with your TM to schedule an EMT at your location.









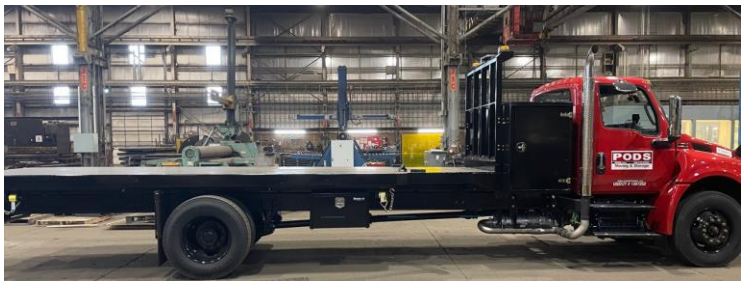
MANAGEMENT & PROCESSES

New Truck Update



Dealer Pickups Began January 13

- 18 trucks shipped on December 31
- 19 ready to ship
- 75 planned to be completed by February 1
- All 200 to be completed by end of March
- Fleet or dealership will contact MM



Design Changes Include

- Low profile strobes
- LED lighting on bed
- Dual air ride seats
- Full-size tires with black rims
- Upgraded Bendix System with pedestrian detection







- Larger Storage box with slide out for blanket bundles/ancillary sales items
- Breaker bar and broom holders inside storage box
- Track mat storage in rear of truck







- Exhaust stack to reduce driver exposure
- Dash-mounted backup monitor
- Large cone holders under bed
- Disc brakes on all four wheels

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

POET Hypercare Summary

- **Inaccurate Need Soon List** – **Fix deployed! Please let us know if you continue to see issues.**
- **Orders Cancelled in POET Showing in RBMS/Cheetah** – **FIXED! Please let us know if you continue to see issues.**
- **Email Flood** – Fix was deployed last night but did not work, resulting in floods to some inboxes. **We've turned the email notifications off again until a fix can be identified.**
- **PODHunter Issues** – All issues below coming from the same root cause. Fix is expected to be deployed next week.
  - OOS Container Switching to In Service
  - Empty Containers Missing from Container Stats
  - IF Container Location Reverting to Origination
- **FPUs switching to SFPUs** – Bug is being worked.
- **Cab/Rear Orientation Inaccurate** – Web has been updated to default to Rear Orientation. **Please let us know if you continue to see issues.**
- **Unable to Book WTW & SFPU on Same Day** – **FIXED!**

NOTE: This summary is accurate as of **Friday, January 16**. Continue to monitor your Regional POET Chat for regular updates. If you experience any issues, please report them to your Regional POET Chat.

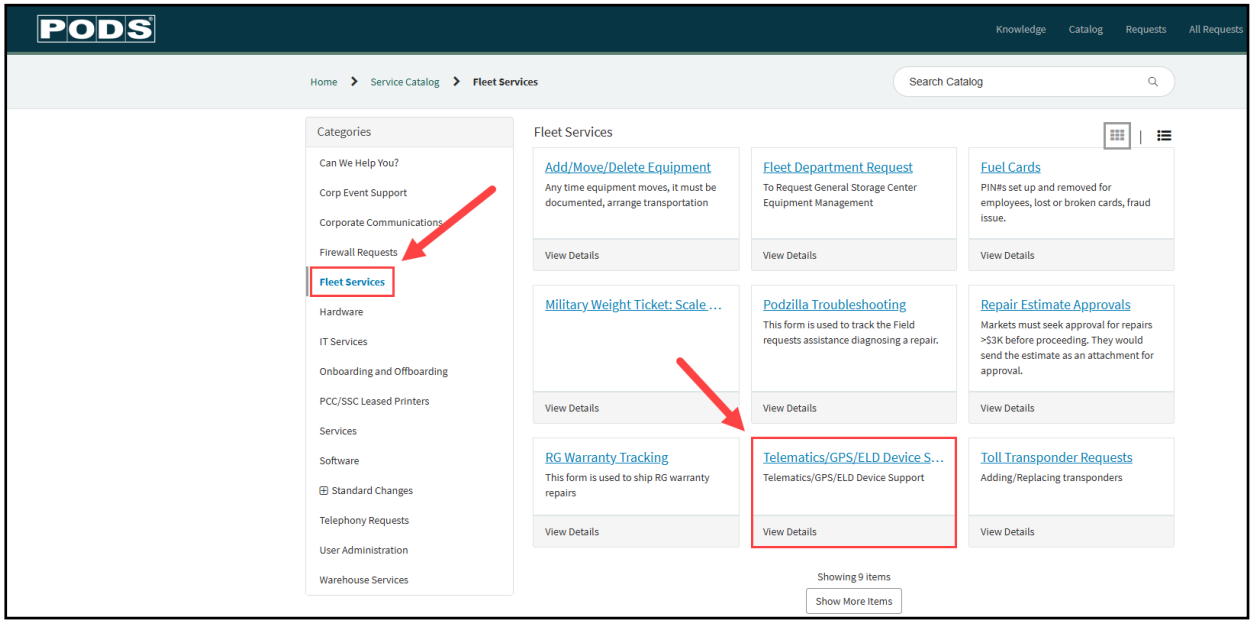
EQUIPMENT & MAINTENANCE

Motive Equipment Support

Trucks should not be utilized without properly working Motive equipment. Fleet will be the primary point of contact for Motive Equipment Troubleshooting

For Motive Equipment Support, follow the steps below:

- Open a SNOW ticket with details on the issue using the path shown in the image below
- Once your SNOW ticket is submitted, fleet will troubleshoot the issue with you
- If necessary, fleet will ship replacement equipment
- If necessary, fleet will coordinate third-party installation



PODZILLA Extreme Cold Weather Operations

To operate a Honda GX630/IGX700 in extreme cold conditions, use a lighter weight engine oil (5W-30 synthetic), ensure the fuel is fresh and treated with a Fuel Antifreeze (HEET), properly prime the engine by pulling the choke, and allow the engine to warm up gradually before putting under a load.

It may be necessary to keep the engine running throughout the day. If so, ensure the engine throttle is set to no more than half throttle. Additionally, it may be required to secure a bungee cord around the (2) drive valve handles to cycle the hydraulic fluid through the pump. This will help prevent the fluid from thickening and becoming more viscous.

EQUIPMENT & MAINTENANCE

Brand Standards

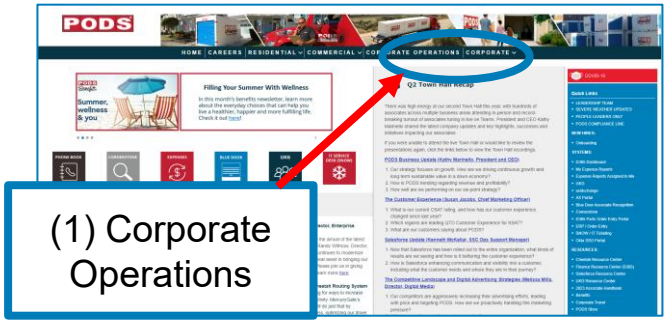
Refer to the Container Brand Standards posted on the PODS intranet site to ensure containers being delivered to customers meet the requirements for the best possible experience.

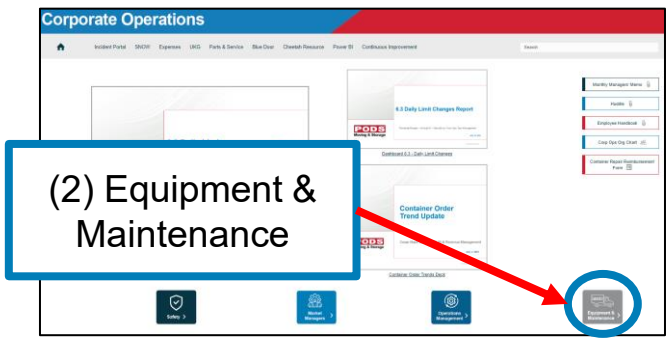
The Container Management portion of the Operations Manual covers the expectations and procedures for maintaining PODS containers. Maintaining the very highest standards ensures that our customers are confident about our product and service and reinforces the quality proposition to potential customers.

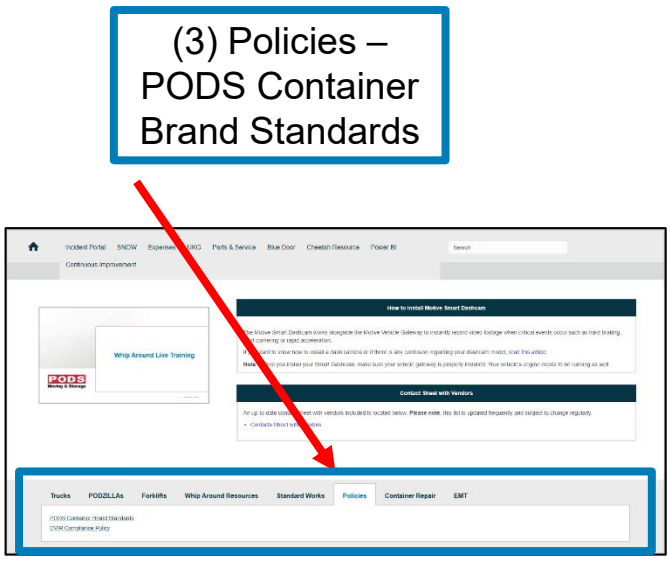
Maintaining brand standards includes container inspection, triage, determining the container status, inspecting, repair and reimbursement (as applicable) and organization, while **container management** involves inspection, assessing of, triaging, repairing or retiring, and organizing PODS containers.

All containers must be accurately and efficiently managed. This process ensures that we maximize the critical customer value proposition areas, such as:

- **Security -** Will my belongings be safe?
- **Protection -** Will this container keep the elements away from my belongings?
- **Usability and Safety -** Can my family and I use this product without fear of injury?
- **Cleanliness -** Does the appearance of the container give me confidence that the company truly cares for my belongings?







EQUIPMENT & MAINTENANCE

Relocating Your Motive Smart Dashcam



Follow this link to see a complete list of obstructed camera instances from December 1, 2025, to January 11, 2026.

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.