Client Playbook

Effective
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Laser Facility Management, LLC
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Introduction

This playbook provides a comprehensive overview of the relationship between PODS and Laser Facility Management, detailing the deployment of a full-service facilities solution across all locations managed by PODS.

As a dynamic resource, this document will be reviewed and updated quarterly, or as necessary, to reflect modifications in service requirements, scope of work, pricing, location lists, schedules, and other pertinent changes.

Key Program Features

RESPONSE GUARANTEED – Laser FM will handle every inbound service call and answer all online service requests from PODS locations. The company will also keep an in-house emergency phone active at all times, providing 24/7/365 support for after-hours emergencies.

EFFICIENTLY MANAGED – Laser ensures all tasks are completed on time, safely, and professionally. The CMMS in Laser FM records work orders, updates, notes, warranties, costs, and asset information.

COST CONTAINMENT - Laser FM will use available resources to control expenses efficiently, adopt best practices to reduce costs, ensure facility operations run smoothly, and protect the PODS brand image.

Financial Control and Monitoring of Cost Controls:

Laser will collaborate with PODS to help manage facility-related expenses. While Laser cannot guarantee an annual budget, the company can work with PODS to develop one after collecting six months of data.

Laser will handle all service requests, aiming to resolve issues without dispatching a truck whenever possible. If a service call is necessary, Laser will minimize costs by reducing unnecessary emergency dispatches and scheduling repairs efficiently. Whenever possible, Laser will group general maintenance tasks together for greater efficiency.

Laser will implement standard practices to effectively manage costs.

1) Laser will track and manage all warranties, including manufacturer and work warranties, with details stored in the CMMS platform.
2) Materials will be primarily sourced from strategic partners at negotiated prices.
3) Variable costs will be monitored and controlled:
    a) Tech hours will be tracked to match task requirements, with quarterly reports showing spend by trade.
    b) Labor rates will follow contracted hourly rates
4) Quarterly Client Business Reviews will be held to review KPIs and adjust as needed.
5) Recurring event schedules will be regularly reviewed to ensure efficiency and cost control.

Staffing:

Laser will proactively cross-train and supplement staff to scale our staffing model for all PODS locations, programs, and ticket volumes.

Laser PODS Team

1) Sr. Director of Operations: Ashley Reitzer
    a) Role: High level escalations, KPI concerns, invoice disputes, etc.
    b) Email: Areitzer@laserfacility.com
    c) Phone: 817-925-6008 (cell)
2) Team Lead: Lisa Kelley
    a) Role: Escalation contact, proposal concerns, etc.
    b) Email: Lisa@laserfacility.com
    c) Phone: 516-250-7810 (cell)
3) Lead Facilities Coordinator: Jess Ellenburg
    a) Role: Day to day of running work orders, updating PODS team, submitting proposals, etc.
    b) Email: JEllenburg@laserfacility.com
    c) Phone: 561-421-1246
4) Backup Facilities Coordinator: Tracy Wilt
    a) Role: Same as Lead Facilities Coordinator
    b) Email: TWilt@laserfacility.com
    c) Phone: 561-421-1233

Additional Contacts:

1) CEO: Bryan Kelley
   a) Role: Contracts, pricing, business reviews, etc.
   b) Email: Bryan@laserfacility.com
   c) Phone: 561-884-1179 (cell)
2) Director of Projects: Harrison Wahrer
   a) Role: Overseeing and managing larger complex jobs.
   b) Email: Hwahrer@laserfacility.com
   c) Phone: 708-417-5128 (cell)
3) Director of Billing & Vendor Relations: Laura Kelley
   a) Role: Any invoicing issues, disputes, etc.
   b) Email: Laura@laserfacility.com
   c) Phone: 561-400-7889 (cell)

Escalations:

For an escalation in the Repair and Maintenance division (day to day work orders) below is the order:

1) Lead Facilities Coordinator
2) Team Lead
3) Sr. Director of Operations
4) CEO

For an escalation on the Projects division (larger/complex jobs) below is the order:

1) Project Manager
2) Director of Projects
3) CEO

Services Detail:

Laser supports PODS in Repair & Maintenance (routine fixes), Projects (complex work), and scheduled Preventative Maintenance at a fixed price.

Process for On-Demand Services:

- Service requests will be accepted and addressed within 30 minutes of receipt, during normal business hours. A service request work order shall be issued to the Laser either by:
  - The online order form (preferred method – see below for login information)
  - An email (PODS@laserfacility.com)

- A phone call
- The service date will be determined by SLA assigned to the work order by PODS. PODS will communicate the priority level of repair to Laser at time of Request for Service. Service requests will be dispatched within the appropriate timelines, based on the SLA.
- Notes and communication will be logged in Laser's CMMS and communicated via email to PODS.
  - When a work order is received, Laser will remove Zash Salvador and the Territory Manager. Laser will add the requestors email address and coordinate the requested service with them.
  - At minimum, all updates should include the requestor with REMaintenance@pods.com in CC line.
  - For the final completion note, Laser is to add Zash Salvador and Territory Manager to the thread.
- Laser shall complete all repairs (except overhead doors) under a $750 not to exceed (NTE). Overhead doors have an NTE of $1,500.
- Approval thresholds:
  - Market Manager = NTE
  - Territory Manager OR Zash Salvador = Anything over NTE.
- If a repair is estimated to exceed the NTE, and it can be completed while onsite, Laser must secure verbal approval to continue and recap the conversation via email. Repairs that will exceed the NTE and require parts/equipment/etc., will be submitted via a written proposal. All proposals must have written approval prior to commencing proposed repairs.
  - For verbal approvals our first contact is the Territory Manager. If they do not answer, leave a voicemail, follow it up with a text, then email. Wait 10 minutes. If no response, Zash Salvador is Laser's backup contact. Call first, text second, then email. Wait 10 additional minutes before pulling the tech offsite.
- Services performed will be invoiced as completed and at the pre-negotiated rates.
- For non-emergency work orders, notes/updates will be added every 48 hours (excluding weekends) or at key events in the process: Receipt of request (the opening of a work order), dispatch, technician feedback, completion of work, notification of need to return, and closing of ticket.

Emergency Services: While not required, it is recommended to call us at 561-235-7444 after submitting a service request in the online order form. Option 1 (Service) during Laser's normal business hours, and Option 9 (Emergency Service) if outside of Laser's normal business hours.

Online Work Order Submission

- Go to: https://laserfacility.com/pods/
    - The password is: PODS1998
- To submit a request via the web order portal:
    - Log in.
    - Choose the state to populate the "Location Name" dropdown.
    - Select the required location; site details will appear.
- Enter the name, email, and phone number of the person making the request. This individual will be contacted by Laser to coordinate the service.
- Choose the type of "Service" you need (i.e. Plumbing, Doors, etc.)
    - In the next dropdown menu, pick the subcategory for a more specific service request.
- Select the desired "Service Response Time." Only choose emergency service if there is a major business disruption or an urgent life, safety, or security concern.
- In the “Comment” box, describe the requested service and share any details our technician should know before arrival.
- Photos are not required but highly recommended, as they help us send the right technician and ensure proper preparation.
    - Please include both close-up and wide-angle photos of the area if possible.
- Next page is an example:

LASER FACILITY MANAGEMENT

PODS

If you have an emergency call 561-235-7444

State *

California

Location Name *

FRESNO : Fresno-Ca-Str-1 : 2855 S. Elm Ave

Region	Market Name	Site ID
West	FRNO : Fresno, CA	FRESNO

Territory Manager	Territory Manager Email	Territory Manager Phone
Patrick Gilmore	PGilmore@pods.com	760-429-4699

GL Code	Lease Harbor File ID
FR05	FR05

Requestor Contact Name *

Bryan Kelley

Requestor Contact Phone *

561-884-1179

Requestor Contact Email *

Bryan@laserfacility.com

Service *

Plumbing

Service Response Time *

24 Hours

Plumbing Services *

Faucet Repair / Replace

Comments *

Our bathroom faucet is leaking. Attached is a photo.

Images

DROP A FILE HERE OR CLICK TO UPLOAD

Maximum file size: 67.11MB

We highly recommend pictures and/or video of the issue

SUBMIT

Touchbase Calls:

- Bi-Weekly with account management team

SLA's:

Laser aims to meet the requested SLA for every work order but may miss it due to factors like weather, traffic, or technician availability. If we cannot meet the SLA, Laser will notify the PODS team with an updated schedule.

To minimize costs for emergency, overtime, and holiday service, Laser will push to complete as much work as possible during regular hours.

Services with higher costs include:

- Holidays: Additional charges apply on New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Overtime: Charged for work exceeding eight hours per shift or outside Monday–Friday, 8am–4pm local time.
- Emergency Service: Applies to requests with an "Emergency" (P1) SLA assigned by PODS, used only for severe business impacts or urgent life, safety, or security concerns. Emergency work order come with greater expenses and should be utilized only when appropriate. PODS associated are encouraged to consider if a request is necessary to maintain safety and/or security of persons and property, it is an emergency.

Priority	Time to Site
Emergency	4 hours (or less)
Next Day (Urgent)	24 hours
72 hours (Standard)	72 hours
Call to Schedule (not Urgent)	TBD

Reporting:

Bi-Weekly

- As defined by account management team

Monthly

- As defined by account management team

Quarterly

- As defined by account management team

Annual

- As defined by account management team

Accounting:

Laser has worked with PODS management to establish guidelines for invoicing, including how often invoices should be sent, their format, as well as relevant policies and procedures.

Payment terms: Net 30 from receipt of invoice

Payment method: ACH

Email invoices to: podsbilling-us@pods.com (1 PDF per email)

PODS AP Contact Name: Accounts Payable Team

PODS AP Contact Phone Number: 727-538-6400 (Attn: Accounts Payable)

PODS AP Contact E-mail: AccountsPayable@PODS.com

PODS AP Escalation (to be used if no contact from AP e-mail/phone):

- Michelle Miska – Accounts Payable Manager
- Mmiska@pods.com

Vendor Management:

Laser relies on a network of over 8,000 carefully selected vendors across our service area. We focus on working with the top 20% of vendors in each market where we operate. Our dedicated Vendor Relations team assists Operations by actively recruiting new vendors and ensuring ongoing compliance.

If PODS has vendors they have had positive experiences with, either PODS or the vendor can email VR@laserfacility.com with essential contact details. Our team will gladly reach out. While we cannot promise every vendor can be onboarded, we will make every effort to include all those recommended.

Rate Structure:

- Rates listed below are in US dollars, standard time, and non-union.
    - Should union labor be required, Laser will propose.

- Should service in Canada be needed, Laser will handle the currency exchange, and the invoice submitted to PODS will be in USD.

- Emergency service and overtime is billed at 1.5x standard rate.
  - Overtime is service outside of Monday – Friday, 8am – 4pm (local time).
- Holiday service is billed at 2x standard rate, with a 2-hour minimum.
  - Holidays are New Years Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.
- Trip charge is equal to one of labor.
- Project work does not fall within the listed rates. Should a project arise, it will be proposed prior to commencement.
- To maintain sales tax compliance, Laser leverages Avalara's tax solution for real time sales tax calculations. Where applicable, sales tax will be added to the sub-total of the invoice.

	Tier 1	**Tier 2 (AK, HI, PR, NY, WA, OR, Chicago, Los Angelos, San Francisco)**
Handyman	$96.00	$100.00
Plumbing	$110.00	$120.00
Electrical	$110.00	$120.00
HVAC	$115.00	$138.00
Locksmith	$110.00	$120.00
Doors (Standard)	$98.00	$101.00
Doors (Specialty)	$127.00	$144.00
Glass	$110.00	$120.00