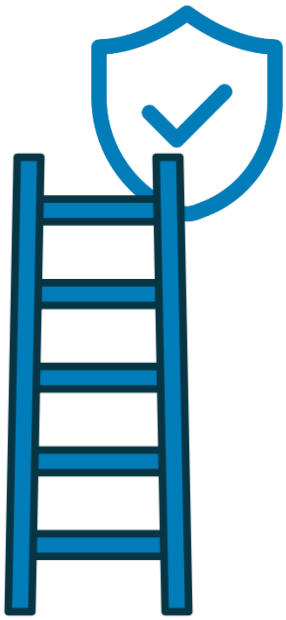
February 2026

Corporate Operations Managers' Memo

MANAGEMENT & PROCESS

Lead With Safety – Safe Ladder Use

The following are some tips that may make you or your associates safer when interacting with ladders in the workplace – or at home!



- Before using a ladder, **inspect it for faults**, such as broken rungs or rails. If it is an extension ladder, inspect the pulleys, ropes and locks for excessive wear. Also, check the footings and pads to make sure they still provide a non-skid surface. **If any defect is found, the ladder should be tagged unsafe and taken out of service**. If it cannot be fixed, make sure it is disposed of properly.
- When setting up a ladder, **make sure the ground it is set upon is level and stable**. Do not set the ladder up on a muddy surface or you may find yourself falling over, and do not use bricks or other material to raise the height of the ladder. **If it is not tall enough, you are using the wrong ladder.**
- The ladder should reach a minimum of three feet above the "point of support" and should be secured at this point. When using extension ladders, abide by the 1:4 rule. This means if you are using a 12-foot ladder, the base should be three feet from the structure. When using a stepladder, make sure the folding cross braces are locked in the proper position before you step onto it.
- Always face the ladder when ascending or descending and have both hands free to grasp it securely. If you need tools, they should be carried in a tool belt or pulled up with a rope once you have reached your destination.
- Remember the **"3-Point Rule"**: At least two hands and one foot, or two feet and one hand, should always be in contact with the ladder.
- Keep your body between the side rails of the ladder. This reduces the chance of tipping it over and/or falling off.
- **Do not climb higher than the third rung from the top** on straight or extension ladders or the second tread from the top on stepladders.

By following the rules above, you greatly reduce your chances of being injured while working on ladders.

Remember, the life you save will be your own!

MANAGEMENT & PROCESS

Mandatory Training and Policy Acknowledgements

To ensure alignment with company policy, operational standards, and system accuracy, the **mandatory training and policy acknowledgements** below must be completed by the deadlines provided alongside each item. Your support is critical to ensure timely completion from your associates.

Please review each item carefully, as requirements and audiences vary.

Out of Service Policy – Policy Acknowledgement (UKG)

Audience: All Corp Ops People Leaders, SCWs, CRTs
Action Required: Policy sign-off in UKG
Deadline: February 27

- The **Out of Service Policy** has been issued and requires formal acknowledgement
- All required leaders must **review and sign the policy in UKG**
- Completion will be tracked

Container Brand Standards Training (PODS U)

Audience: All Corporate Operations team members
Action Required: Complete or re-take training
Deadline: March 9

- The **Container Brand Standards** training must be completed by all Corp Ops team members
- This applies **even if the training was previously completed**

New Lecture Added – Introduction to Systems | Storage Center Worker

Audience: All SCWs
Action Required: Complete new lecture
Deadline: March 9

- A new lecture titled **"Setting Container Status"** has been added to the **"Introduction to Systems | Storage Center Worker"** course
- All Storage Center Workers are required to complete this new content

MANAGER ACTION

- Managers are responsible for **communicating these requirements** to their teams.
- Ensure team members are **scheduled and supported** to complete training prior to deadlines
- Completion and compliance will be **monitored and reported**

If associates experience issues accessing UKG or their training content, please escalate through normal support channels.

MANAGEMENT & PROCESS

Updated Container Pressure Washing Process

We have implemented an update to the Container Pressure Washing process to reinforce brand standards and ensure that containers are returned to inventory in proper condition.

What Has Been Updated

1. Drying Requirement Before Returning to Inventory

After pressure washing, containers must now be allowed to **dry completely with the door open** before being placed back into inventory. This step is critical to prevent moisture retention, reduce the risk of mold growth, and protect the integrity of the container interior.

2. Mold Remediation Guidance for Steel Roof Containers

For steel roof containers with textured anti-condensation paint, we are introducing new guidance for addressing visible mold growth on the ceiling surface.

- The use of a diluted bleach solution (1 part bleach to 2 parts water) is now an approved method to remove mold in these situations
- The solution should be applied safely and in accordance with proper PPE and ventilation practices
- After treatment, the container must again be allowed to **fully dry with the door open** before returning to service

Why This Matters

These updates:

- Protect container quality and extend useful life
- Prevent recurring mold issues
- Support brand standards and customer experience
- Reduce rework and repeat cleaning

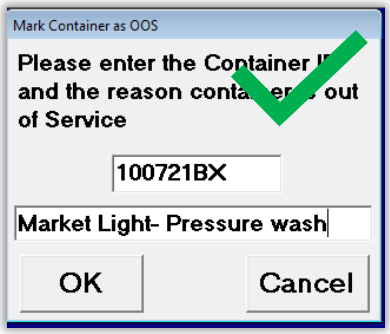
Please review this update with your SCWs, CRTs, and any team members responsible for pressure washing. Updated training materials reflect this change.

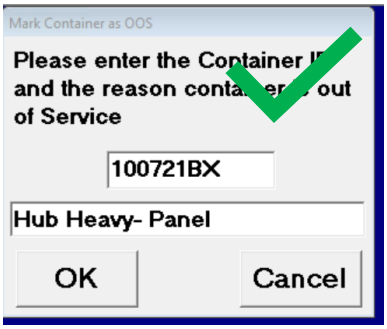
If you have any further questions, please contact Sam Fresquez at SFresquez@pods.com.

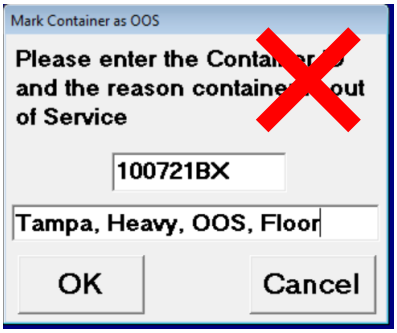
MANAGEMENT & PROCESS

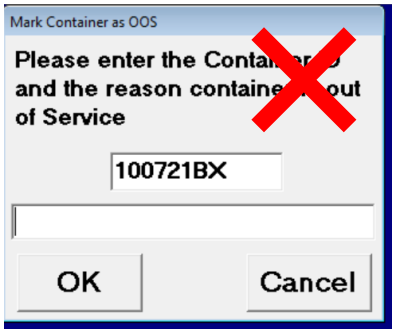
Container Statusing: Simplifying Freeform Notes

As mentioned on last week's Corp Ops Leadership Meeting, we are updating how notes are entered into **RBMS** when a container is triaged as **Out of Service (OOS)**. This is part of our effort to standardize, streamline, and clarify communication regarding container conditions and repair needs.









To ensure consistency, all OOS notes must now follow this format:

[Repair Location] [Repair Level] – [Repair Types]

Market or Hub Light or Heavy - Sign, Roof

Avoid adding custom comments or extra wording outside of the format.

Repair Types input limited to:

Roof
Panel
Pressure Wash
Paint
Patch
Signs
Skid
Door
Latch
Disposal
Floor

MANAGEMENT & PROCESS

Brand Standards

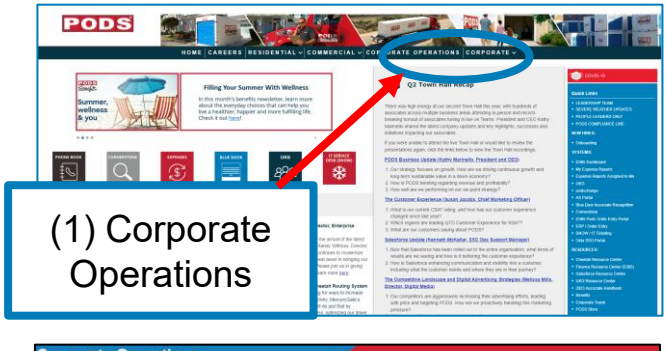
Refer to the Container Brand Standards posted on the PODS intranet site to ensure containers being delivered to customers meet the requirements for the best possible experience.

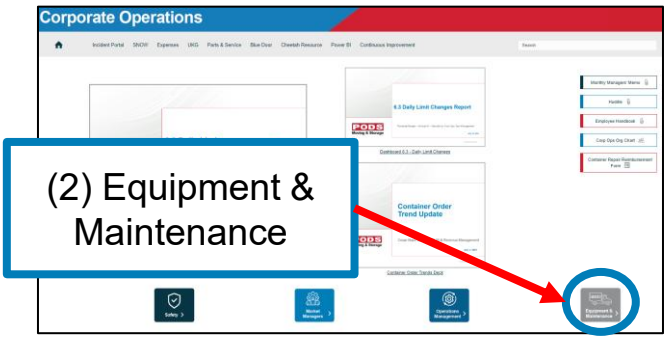
The Container Management portion of the Operations Manual covers the expectations and procedures for maintaining PODS containers. Maintaining the very highest standards ensures that our customers are confident about our product and service and reinforces the quality proposition to potential customers.

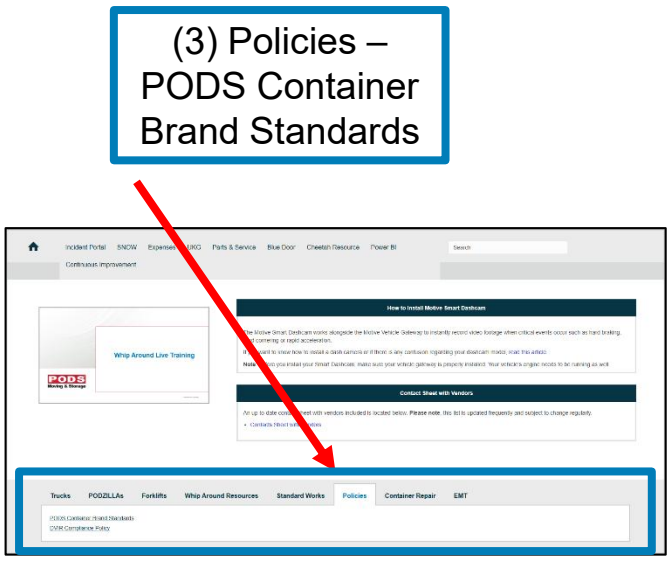
Maintaining brand standards includes container inspection, triage, determining the container status, inspecting, repair and reimbursement (as applicable) and organization, while **container management** involves inspection, assessing of, triaging, repairing or retiring, and organizing PODS containers.

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?







MANAGEMENT & PROCESS

90-Day Readiness for Fleet

As we get closer to peak season, it is important to ensure that our fleet is prepared. Please review the readiness items below to ensure that our trucks, forklifts and drivers are ready for busy season before it arrives!

TRUCK READINESS

- Ensure annual DOT Inspections are current
- Ensure preventive maintenance is current
- Ensure any known issues are repaired in advance
- Order spare headlight and marker light bulbs
- Ensure insurance card and cab cards are current and up-to-date
- Ensure Motive devices are fully-functioning and working correctly
- If you have preventive maintenance that is due during peak season, set up appointments prior to the date needed to ensure that maintenance is completed before peak season begins
  - For example: If you have preventive maintenance scheduled for May or June, try to pull them into April when possible.

FORKLIFT READINESS

- Ensure preventive maintenance is current
- Ensure you have ample propane if required

DRIVER READINESS

- Ensure driver records are current and up-to-date
  - Driver's license
  - Medical card

New Fuel Card Poster Available for Display in Storage Center

Internal Audit has approved a new Fuel Card Usage and Fraud Prevention Guidelines poster for distribution to our Corp Ops people leaders.

Please **review** the poster below, **print it out**, and **post it in your storage center** to ensure your associates are well-informed on best practices regarding their fuel cards.

Fleet Card Usage and Fraud Prevention Guidelines Poster

MANAGEMENT & PROCESS

Preparing for Peak: CORE Process

CORE Process: Container Optimization and Routing Efficiency

Balance workload, optimize routes, and maximize capacity using Cheetah, Power BI, and RBMS.

The 5 Steps of the CORE Process:

1. **Address Limits to Balance Job mix**
   - Balance NEWS vs FPUs:
     - Use Future Driver Job Mix dashboard
     - Spot imbalances in advance
     - Adjust RBMS limits to add bonus NEWs/FPUs and close out over-weighted move types.

2. **Address Sold-Out Days**
   - Prevent being closed for key move types:
     - Identify sold-out days
     - Compare your job mix on these days
     - Increase capacity for under-represented types of move

3. **Cheetah Map Review**
   - Optimize scheduling by consistently reviewing your week ahead in Cheetah
   - Things to look for:
     - Pairing opportunities
     - Misaligned service days
     - Jobs in incorrect markets
     - Geographically isolated jobs

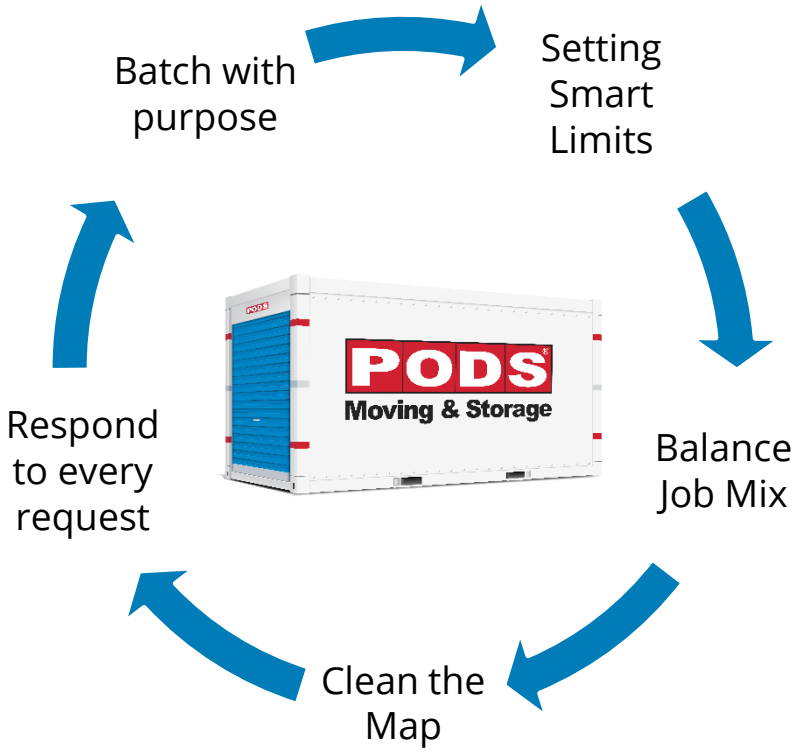
4. **Sold-Out Day Requests**
   - Accept the correct add-on jobs strategically by:
     - Approving when it pairs well with what's already scheduled
     - Approving for a different day where it pairs well with that day's schedule
     - Denying and explaining why to the customer, if an approval is not possible
     - Whether you're approving or denying, respond to every request in some way. Approving the request is best, approving the request on an alternate day is still good, and even a denial is better than silence.

5. **Batch with Intention**
   - Confirm your day's true capacity before declaring the day sold out by:
     - Batching your routes for the day
     - Checking your route hours
     - Increasing your limits if capacity remains.

MANAGEMENT & PROCESS

Preparing for Peak: CORE Process

Remember, the CORE Process is a capacity-optimization loop that aims to reduce sold-out days, improve JPH, improve driver utilization, and create more revenue capacity.



Core Process Video Series

The micro trainings below will walk you through the CORE Process. Listed alongside the videos are corresponding speaker notes that you can use as an additional reference as you watch the videos. For future reference, these videos and notes can be found on the Market Managers section of the Corp Ops Intranet.

Video 1: Intro to CORE Process	Notes: Intro to CORE Process
Video 2: Addressing Limits to Balance Job Mix	Notes: Addressing Limits to Balance Job Mix
Video 3: Addressing Sold Out Days	Notes: Addressing Sold Out Days
Video 4: Cheetah Map Review	Notes: Cheetah Map Review
Video 5: Sold Out Day Requests	Notes: Sold Out Day Requests
Video 6: Batching with Intention	Notes: Batching with Intention

MANAGEMENT & PROCESSES

Four Core Driving Principles – Avatar LLLC

Look Ahead, Look Around, Leave Room, and Communicate form a proactive approach to defensive driving principles that prioritizes anticipation, awareness, and clear decision-making.

When consistently practiced, these habits significantly **reduce risk, enhance efficiency, and strengthen overall driver safety**. Incorporating these principles into daily driving routines not only protects the driver and their vehicle but also contributes to safer roads for everyone.

Our Goal: Drive defensively and **reduce risk** by staying alert, anticipating hazards, maintaining safe following distance, and always giving yourself the time and space to react safely.

Motive Coaching Plan

Purpose
This plan establishes a clear process for coaching and progressive discipline related to safety performance. The goal is to support safe driving, provide corrective feedback early, and ensure consistent, fair accountability for unsafe driving behaviors.

CATEGORY 1: MOVING / NON-MOVING EVENTS

Note: In all following cases, the coaching / discipline process will be a rolling 90-day period

Coaching Process

STEP 1 — Initial Coaching (Non-Disciplinary)

- Goal: Early awareness and correction
  - "I want to review a recent driving event we captured. Our goal is to ensure that you're safe on the road and help you correct behaviors before they turn into incidents. This isn't disciplinary — it's a chance to talk through what happened and reinforce safe driving behaviors."

Manager Actions:

- Review the event (date, type, and conditions)
- Allow the driver to share their perspective
- Discuss safer alternatives and prevention strategies
- Reinforce that this is coaching, not discipline

Continue on Page 10

MANAGEMENT & PROCESSES

Motive Coaching Plan

STEP 2 — Follow-Up Coaching (Non-Disciplinary) (90-day rolling period)

- Goal: Reinforce expectations and identify barriers to improvement.
  - "We've talked about improving [specific behavior / event]. We've continued to see a few similar safety alerts. It's important that we see progress in this area for your safety and the safety of others. Let's review what's getting in the way and how we can help."

Manager Actions:

- Review the previous coaching and timeframe since last event.
- Identify root causes or obstacles.
- Mandatory LLLC training, lesson 2.
- Reiterate safety expectations and potential next steps.

STEP 3 — Formal Verbal Warning

- Goal: Formal verbal warning due to lack of improvement.
  - "We've reviewed multiple safety events related to [specific behavior / event], and despite previous coaching sessions, we see no demonstrated improvement. This conversation serves as a formal verbal warning. Continued unsafe behavior will result in further disciplinary action."

Manager Actions:

- Review documented coaching history.
- Explain the consequences of further violations.
- Document the verbal warning in the personnel file.
- Mandatory LLLC training. Training Matrix will be provided to MM.

CATEGORY 1 RECAP: MOVING / NON-MOVING EVENTS (90-DAY ROLLING)

Offense	Consequence
1st Offense	Coaching (Step 1)
2nd Offense (after coaching confirmed)	Coaching (Step 2)
3rd Offense (after 2nd coaching confirmed and no driving behavior improvement)	Documented Verbal Warning (Step 3)
4th Offense	Written Warning
5th Offense	Final Written Warning
6th Offense	Termination

MANAGEMENT & PROCESSES

Motive Coaching Plan

CATEGORY 2: SPEEDING OVER 15 MPH / HANDHELD DEVICE

*Note: In all following cases, subsequent events incurred within a **6-month period** would move to the next action.*

Offense	Consequence
1st Offense	Coaching (Step 1)
2nd Offense (after coaching confirmed)	Final Written Warning
3rd Offense	Termination

POET Hypercare Summary

- **Active Orders in POET/Cheetah not in RBMS** – Bug is being worked. Please file Break/Fix SNOW tickets for any missing jobs.
- **RBMS Window for OOS Statusing Disappearing** – **Fix deployed**. Please follow these instructions to sign completely out of Window/RBMS if you are experiencing these issues.
- **Timestamping Issue (originated on 2.13.26) – Bug Fixed!**
- **PODHunter Issues** – We are continuing to see this issue and resources dedicated to a fix have been increased. **Until a fix is deployed, please continue to use our workarounds for each issue listed below—file "Container Status Change Fixed Assets" Salesforce Cases for empty containers, and "Break/Fix Snow Tickets" for rented containers.**
  - OOS Container Switching to In Service
  - Empty Containers Missing from Container Stats
  - IF Container Location Reverting to Origination
  - Empty Containers Switching to Rented

  ***Note:** The Internal Audit team is aware of the discrepancies caused by these bugs. Please continue to report issues and keep your records as accurate as possible.*
- **Inaccurate Need Soon List** – **Fix deployed.** Please let us know if you continue to see issues.
- **Orders Cancelled in POET Showing in RBMS/Cheetah** – **Fix deployed.** Please let us know if you continue to see issues.

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.

EQUIPMENT & MAINTENANCE

PODZILLA Portable Lighting Safety & Compliance Update

Why This Matters

- Low-light PODZILLA operations create recognized hazards
- Struck-by and visibility risks exist



Goals

- **Improve** visibility during low-light PODZILLA operations
- **Reduce** struck-by and obstacle hazards
- **Standardize** equipment and usage across the fleet
- Create **clear, auditable standards** for Safety & Legal

Design Principles

- Deployed only when needed
- Removed after job completion
- Simple, repeatable, and enforceable



What Was Implemented:

- Portable, battery-powered LED work lights
- High-output flood lighting for operational visibility
- USB rechargeable for fleet practicality

Key Design Decision:

- Lights are temporary task lighting, not permanent fixtures
- Prevents road-use compliance issues
- Keeps solution narrowly focused on safety need

LED Work Light Rechargeable Outdoor, 12,000mAh Work Flood Lights 10,000LM with 4 Light Modes as Power Bank for Camp Essentials, IP65 Waterproof.

Issue Discovered During Testing

Factory-installed magnets were not suitable for:

- Vibration
- Outdoor industrial use
- Repeated deployment on steel structures

Risk

- Dropped object hazard
- Equipment damage
- Potential injury exposure

Mitigation

Upgraded to PODS high-retention container magnet Part #RCU911 (available on PODS Parts Portal) and removed non-essential components (handle) to improve fitment.

EQUIPMENT & MAINTENANCE

PODZILLA Portable Lighting Safety & Compliance Update

Procurement

All items can be purchased on the Amazon Business Account and the PODS Parts Portal. You will need (8) Nickluc 10,000 lumen LED Lights, or equivalent, (1) box of # 8 ¾" Screws, and (1) Duffle Bag (24" x 12" x 11.5") for each PODZILLA. You will also need a total of (16) Blue Container Magnets, Part # RCU911 for each PODZILLA.

Standard Works

To ensure clarity and accountability, the program was split into two separate Standard Works:

Standard Work 1 – LED Light Modification
Audience: EMT / Fleet / Maintenance
Scope:
- Remove handle
- Replace factory magnet
- Verify retention
- Proper storage

One-time modification per light

Standard Work 2 – Operational Use
Audience: Drivers / Operations
Scope:
- When lights are used
- Where lights are placed
- How lights are removed and stored
- Applied per job, only in low-light conditions

This separation prevents role confusion and improves auditability.

The program overview PowerPoint deck, as well as the two supporting Standard Works documents, can be found on the Equipment and Maintenance section of the Corp Ops Intranet.

Use Controls

- Lights used **only in low-light conditions**
- Not used in daylight or adequate site lighting
- Removed immediately after job completion
- Never left mounted during transit

Placement Controls

- Standard recommended mounting locations
- Flexibility allowed to address site-specific strike risks
- No interference with moving components

Progress to Date

- Lighting solution selected and tested
- Magnet upgrade solution validated
- Two Standard Works created
- Storage and handling standards defined

What This Provides

- Clear documentation
- Consistent field execution
- Defensible safety position

Next Steps

- Spot audits for consistency
- Monitor feedback and field effectiveness

EQUIPMENT & MAINTENANCE

Truck Fleet Insurance Card Requirements

Truck Plate Type	Type of Insurance Card Needed
Tennessee IRP	Tennessee State Card
Indiana IRP	Indiana State Card
Washington, D.C. Base Plate	VIN Number Card
NY Base Plate	VIN Number Card
CA Base Plate	VIN Number Card
All Other State Base Plate	The state the plate is from