March 2026

Corporate Operations Managers' Memo

2026 PODS TRUCK DRIVING CHAMPIONSHIP

Congratulations to Our PTDC 2026 Winners!

Look below to see our top drivers and storage center workers from PTDC 2026, along with the individual award winners on page two.

DRIVERS

3rd Place: Dustin Goldsberry – Central – Davenport, IA
2nd Place: Craig Walker – West – Everett, WA



Marcelo Da Silva – Northeast – Neshanic Station, NJ

STORAGE CENTER WORKERS

3rd Place: Dean Moore – West – Sacramento, CA
2nd Place: Frey Cabral – Northeast – Norwood MA



Chris Kobs – Central – Milwaukee, WI

2026 PODS TRUCK DRIVING CHAMPIONSHIP

Congratulations to Our PTDC 2026 Winners!

Look below to see the drivers and storage center workers who won each of individual event at this year's PODS Truck Driving Championship.

DRIVERS

SECURING CONTAINER: Jesus Mendoza – Central – Garland, TX
FRONT BUMPER STOPPING DISTANCE: Dustin Goldsberry – Central – Davenport, IA
FRONT LEFT BUMPER MAILBOX TURN: Jesus Mendoza – Central – Garland, TX
CONFINED FORWARD: Jay Hahn – Johnson City, TN
FRONT BUMPER STOP: Craig Walker – Everett, WA
REVERSE SERPENTINE: Jay Hahn – Johnson City, TN
CONFINED BACKING: Jay Hahn – Johnson City, TN
CONTAINER DELIVERY: Marcelo Da Silva – Northeast – Neshanic Station, NJ
FRONT RIGHT BUMPER MAILBOX TURN: Marcelo Da Silva – Northeast – Neshanic Station, NJ
FORWARD SERPENTINE: Jay Hahn – Johnson City, TN
TRUCK CENTER LINE: Craig Walker – Everett, WA
TRUCK PARKING SPOT – FORWARD: Ray Morin – Central – Reno, NV
TRUCK PARKING SPOT – REVERSE: John Dawson – West – Wilsonville, OR
REVERSE RUBBER CHICKENS: Jay Hahn – Johnson City, TN
REVERSE BALLOON POPPING: Simon Frackowiak – Southeast – Holiday, FL
REAR BUMPER STOP: Henry Marshall – Southeast – Fort Lauderdale, FL
CANADA REGIONAL QUALIFYING CHAMPION: Allain Saucier – Montreal, QC
CENTRAL REGIONAL QUALIFYING CHAMPION: Jay Hahn – Johnson City, TN
NORTHEAST REGIONAL QUALIFYING CHAMPION : Michael Linabury – Lansing, MI
SOUTHEAST REGIONAL QUALIFYING CHAMPION : William Singleton – Atlanta, GA
WEST REGIONAL QUALIFYING CHAMPION : Craig Walker – Everett, WA

STORAGE CENTER WORKERS

CENTRAL REGIONAL QUALIFYING CHAMPION : Melvin Brown – Humble, TX
NORTHEAST REGIONAL QUALIFYING CHAMPION : Frey Cabral – Norwood, MA
SOUTHEAST REGIONAL QUALIFYING CHAMPION : Anthony Witherspoon – Fort Myers, FL
WEST REGIONAL QUALIFYING CHAMPION: Bill Britcher – Cotati, CA



MANAGEMENT & PROCESS

Lead With Safety

Housekeeping: Maintaining a Safe, Clean Workplace

Keeping the workplace clean is an essential part of workplace safety.
When the workplace is not maintained in a clean and orderly manner, hazards and unsafe conditions that have the potential to cause serious injury – not only to the employee but to others in the surrounding area – can develop. The workplace and nature of the work determine what is required to maintain safe working conditions.

Walking Surfaces and Emergency Routes

Cluttered workplaces can present many dangers.
For example, a cluttered office that is filled with paper, boxes, files, periodicals, newspapers, or items on the floor, blocking doors, and under furniture, will slow egress and could hamper or prevent occupants from escape in the event of a fire or other emergency. An exit route must be at least 28 inches wide at all points, remain free of storage and unobstructed, and doors must be able to open to permit exit from workspaces. Unless equipped with a push bar, doors must remain unlocked when Associates are present. Items improperly stored along the route of egress may create slip or trip hazards and potentially obstruct exits.

Fire and Electrical Hazards

Excess accumulation of combustible paper and boxes can fuel a fire.
Some sprinkler systems may not be designed to protect against such fire loading. The sprinkler discharge water flow might not be sufficient to handle the contents in the area, which could allow a fire to spread faster into other areas of a facility. Items stored within 18 inches of a sprinkler head, or items attached to sprinkler heads or pipes, as well as structural members of the building blocking sprinkler coverage, could interfere with the water flow once sprinklers are activated. Combustible items can be shielded from sprinkler coverage by being stored under desks or tables.

Electrical appliances such as computers and power strips are not designed to be covered by stacked boxes, files, newspapers, and other materials. Any of these items buried under compacted papers and boxes with no air circulation to carry off the heat could ignite and potentially cause a fast-moving fire fueled by excessive combustibles and shielded from control by the sprinklers.



MANAGEMENT & PROCESS

Attack the Stack! Warehouse Container Inventory

To reduce stagnant warehouse inventory and improve overall container quality, markets are now expected to implement a **structured inventory rotation process** with their containers. This process is aimed at reducing the current trend of assigning recently returned containers to new jobs.

By following a "last in, first out" approach, managers are using FPU containers that have most recently returned to their warehouse for new deliveries on a different day, leaving older containers to sit idle at our facilities for extended periods.

Designate Active and Restricted Stacks

- Identify **one stack/bin** to actively pull from for all new deliveries
- Use a visual indictor to **block or mark other stacks** (cones, barriers, etc.) so they are not used
- Treat newly returned or recently repaired containers as "fresh inventory" and stage them separately

Fully Complete One Stack at a Time

- Always pull containers from the **same designated stack**
- Work front to back until the stack is **completely empty** before moving to a new stack

Identify and Remove Non-Compliant Containers

- As you reach deeper into stacks, expect to find older containers that do not meet brand standards
- If a container does not meet brand standards, **mark it out of service immediately** and move it to the appropriate repair/red tag area
  - This is a critical step in reducing long-idle inventory

Backfill with Fresh Inventory

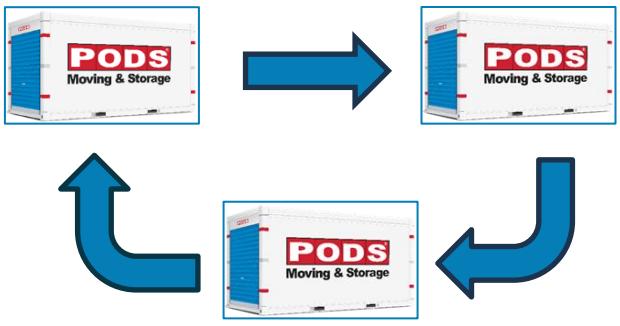
- Once a stack is fully depleted, refill it using newly returned or repaired ("fresh in") containers, then move to the next stack and repeat the process

Maintain Continuous Rotation

- Continue cycling through stacks in order
- Over time, every container in your yard should be **evaluated**, **used**, or **repaired**

By following this process, your market will:

- Eliminate long-term idle containers
- Improve audit readiness and green tag accuracy
- Increase visibility into container condition
- Reduce overall out-of-service inventory



MANAGEMENT & PROCESS

Container Repair Shop Floor Tracker

As we continue to standardize container repair execution and improve documentation accuracy, we are introducing a **Container Repair Shop Floor Tracker** to be used by all Container Repair Technicians (CRTs).

Purpose of the Shop Floor Tracker

This template is designed to:

- Standardize how repairs are recorded in real time
- Ensure accuracy before submitting the Container Reimbursement Form
- Improve repair visibility and quality control
- Strengthen accountability in daily repair operations

What Is Required

Effective immediately:

- Markets must **print copies of the Shop Floor Tracker** and make them readily available in the repair area.
- CRTs are required to **record repairs in real time throughout the day** using this tracker.
- Completed forms must be **submitted to Management at the conclusion of each workday**.
- Management will retain and review these forms for documentation accuracy and quality control purposes.
- This tracker must be completed prior to entering repairs into the Container Reimbursement system.

Management Expectations

Management should:

- Review daily submissions for completeness and accuracy.
- Use the forms as a **quality control tool** when auditing repairs.
- Cross-reference repairs recorded on the tracker with reimbursement submissions.
- Address inconsistencies or coaching opportunities promptly.

Benefits of Implementation

- Improves repair documentation accuracy.
- Reduces reimbursement errors and omissions.
- Supports real-time accountability.
- Enhances visibility into daily repair output.
- Strengthens audit readiness.
- Provides a structured QC mechanism to maintain brand standards.
- Supports our broader objective of standardizing repair quality and elevating CRT performance across all markets.

Please review this update with your CRTs and ensure implementation begins immediately.

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 moves

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

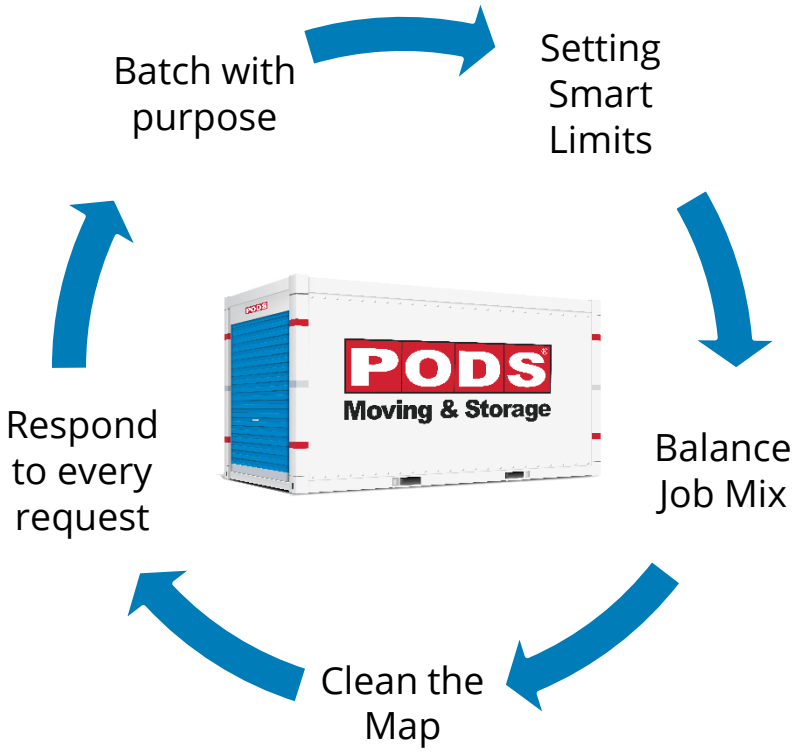
4. **Sold-Out Day Requests**
   - Accept the correct add-on jobs strategically by:
     - Approving when it pairs well with what's already scheduled
     - Approving for a different day where it pairs well with that day's schedule
     - Denying and explaining why to the customer, if an approval is not 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 the 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 & PROCESS

Readiness for Fleet

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

TRUCK READINESS

- Annual DOT Inspections are current
- Preventive maintenance is current
- Any known issues are repaired in advance
- Order spare headlight and marker light bulbs
- Insurance card and cab cards are current and up-to-date
- 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.

DRIVER READINESS

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

FORKLIFT READINESS

- Preventive maintenance is current
- Ensure you have ample propane, if required



All PODS Drivers Required to Obtain CDL License by December 31, 2026

To ensure that all our field associates align with our operational and safety priorities for 2026, all PODS non-CDL drivers are required to obtain a Commercial Driver's License (CDL) by the end of the year—**December 31, 2026**.

How PODS Helps:

- PODS will cover Class B CDL training costs up to $3,650 per driver
- Rate increase to CDL rate will be applied upon completion and verification of the driver's license

Manager Action:

- Identify all drivers in your market who do not yet hold a CDL
- Partner with your non-CDL drivers and your territory manager to create a plan for them to complete the course
- Ensure that all non-CDL drivers in your market are enrolled in CDL training in time to meet the December 31 deadline

NOTE: The invoice for the course **cannot be submitted through Medius**. You must follow the approval flow outlined in the application attached, forwarding the request **directly to your RVP and/or HRBP**. If you have any further questions, contact your HRBP.

MANAGEMENT & PROCESS

Forklift Certification Process Update

To better comply with OSHA regulations in **all states**, we have updated the Forklift Practical to a printed Forklift Evaluation as of **Monday, March 2, 2026**.

What This Means:

- The digital checklist will no longer be available
- Forklift certification will still be housed and tracked via the Forklift Certification Course in PODS U
- You will now print, fill out, and upload evaluation forms each time you certify/recertify a forklift operator

OSHA Requirements:

- Both the associate and evaluator must sign off on the Forklift Evaluation
- The **model of forklift must be indicated** on the Forklift Evaluation
- Separate Forklift Evaluations must be completed for EACH model of forklift in the warehouse
  - For example: If you have both a Hyundai and a Yale 210, you must evaluate your associate on **both forklifts** and upload **two separate evaluation forms**

Forklift Certification Checklist

- **Review:** Download the attached **Job Aid** to understand the new process.
- **Locate:** Find the new evaluation forms on the **Intranet** (*Corp Ops* > *Market Manager* > *New Hire Training*).
- **Prepare:** Print the specific evaluation forms for each model the new hire will use (**Hyundai**, **Yale 175-190**, **Yale 210**, or the **"Other"** form).
- **Evaluate:** Complete a separate observation and evaluation form for **every** model the employee operates.
- **Submit:** Upload all completed forms to the **Forklift Certification Course** as outlined in the Job Aid.

If you have any questions, please contact PODSU@pods.com.





MANAGEMENT & PROCESS

Container Pressure Washing Process Update

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. Please see the updated process document attached.

What Has Been Updated

1. Drying Requirement Before Returning to Inventory
After pressure washing, containers now must 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.

