April 2026

Corporate Operations Managers' Memo

Management & Process

Update: Container Repair Shop Floor Tracker and Quality Control Sign-Off

As part of our continued focus on improving container repair quality and consistency, we are introducing an updated version of the Container Repair Shop Floor Tracker. Please review this with your Leads, SCWs, and CRTs to ensure teams are aligned and execution is consistent across all markets.

What Has Changed

- The tracker now includes a **Quality Control (QC) sign-off** section for all completed repairs
- CRTs will continue to record repairs in real time. Each repair must be reviewed and signed off **prior to returning the container to service**
- Steel roof replacements **must receive QC verification before being considered complete**

Why This Matters

- This change puts a second set of eyes on repairs, ensuring that **all work meets brand standards** before containers are returned to inventory
- Reduces rework, repeat OOS events, and customer-impacting issues
- Improves first-pass repair **quality and consistency** across markets
- Strengthens **accountability and execution** discipline at both the technician and management levels

Expectations

- **CRTs must complete the tracker** in real time throughout the day
- **All repairs must receive QC sign-off** prior to being returned to service
- Management should **use the tracker as a Quality Control and audit tool** to validate repair execution

Additional Support

A micro learning will be distributed to reinforce this update and provide guidance on proper usage of the tracker and QC expectations.

Safety Update: New Safety Review Board Inbox

PODS Safety team has created a dedicated inbox to streamline Safety Review Board (SRB) submissions. The new mailbox, Safety Review Reporting (safetyreviewreporting@pods.com), is now active.

Have additional questions? Contact your direct supervisor

Need further support? Contact Senior Safety Manager Lisa McCarrick

Process not working? File a SNOW ticket.

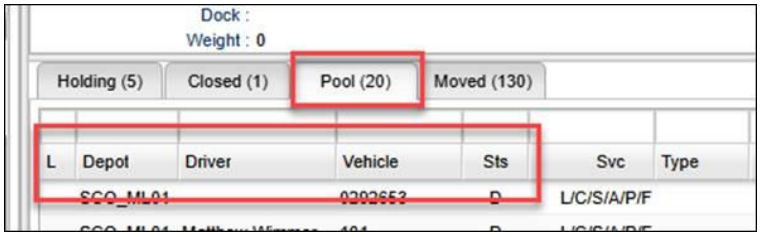
Management & Process

Cheetah Web Editor Update

To improve the user experience, we are deploying two improvements to Cheetah Web Editor in the coming days. The updates outlined below have been created in collaboration with Corp Ops leaders and you will be notified when they are confirmed active.

Changes to Cheetah Web Editor Column Order

To make daily operations simpler for managers, the **column order within your Cheetah Web Editor will be reorganized**. This change reduces excessive scrolling and make critical information immediately visible, as shown below.



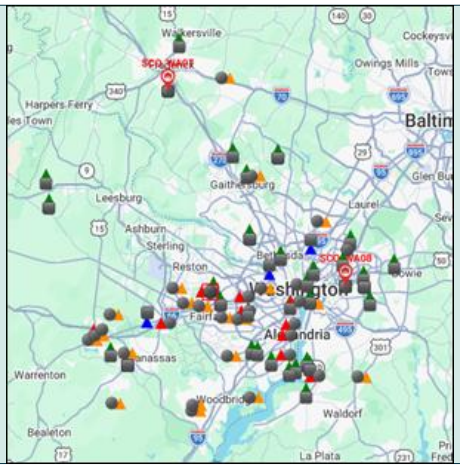
These changes will be visible in the "**Pool**", "**Stop**", and "**Populated Routes**" sections of Cheetah Web Editor.

NOTE: No columns have been deleted. If you would like to customize your view, simply drag each column to your desired location and save your settings.

Changes to Cheetah Web Editor Display Map

Moves within your display map will now feature a **color-coded triangle** around each job to help you quickly identify job types without having to click on each individual job. The jobs and their corresponding color codes are listed below:

- **Green: NEW**
- **Orange: WRT**
- **Blue: RDL**
- **Red: FPU**



NOTE: If you would like to **disable** the color-coded triangles on your map, simply deselect the red star highlighted below.



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International Roadcheck: May 12-14

International Roadcheck is the largest targeted enforcement program on commercial motor vehicles in the world, with **nearly 15 trucks or motorcoaches inspected, on average, every minute** across North America during this 72-hour period.

During International Roadcheck 2025:

- There were over **30,000 Level I, II, and III inspections** conducted in the U.S.
- Of the 56,178 total vehicle inspections conducted, **18.1% were placed out of service**

This year's focus is on Cargo Securement and ELD Tampering

During inspections, officers will verify:

- Proper tie-downs
- Load stability and shifting risk
- Loose components and dunnage
- Accuracy of duty status logs
- Signs of tampering/manipulation
- Proper use of ELD and exemptions

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

To ensure alignment 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, forwarding the request **directly to your RVP and/or HRBP**. If you have any further questions, contact your HRBP.

Management & Process

Facebook Marketplace Scam Alert

We are seeing a rise in fraudulent activity involving primarily Spanish-language Facebook Marketplace ads selling generic storage containers.

The Scam

Scammers post ads selling generic storage containers. The "buyer" pays the scammers directly for the container. The scammers then use stolen credit cards to order PODS containers. When our drivers arrive, they are met by customers who are confused by the delivery of a PODS-branded container that does not look like the one advertised.

Marketing is actively monitoring and cancelling orders believed to be related to this scam. Most are canceled before initial delivery; however, some orders slip through. This is where we need your help.

Red Flags to Monitor

Train your teams to watch for these specific indicators during delivery or scheduling:

- **Ownership Language:** Customer says, "I bought this," or expresses surprise at PODS branding.
- **Odd Placement Requests:** Requests for placement in backyards, off-driveways, or on the street (due to the belief that the unit is permanent).
- **Communication Gaps:** The "Orderer" (scammers) refuses to answer calls, responding only via text.
- **Marketplace Mentions:** Any reference to Facebook Marketplace or similar third-party sales sites.
- **Visual Cues:** Other non-PODS containers already present at the location.

Escalation & Response Protocol

For Market Managers:

If an associate reports concerns, instruct them to halt the delivery and contact you immediately. Escalate the situation to your Territory Manager, who will notify the Internal Audit Department.

Required Information:

To assist with the investigation, try to obtain the following from the buyer:

- Copies/screenshots of their communication with the scammers.
- Scammer's name and contact details.
- Any invoices or payment receipts provided by the scammers.

Note on De-escalation: These buyers are victims of fraud. They will likely be frustrated or emotional when told the delivery cannot proceed. Maintain empathy, explain that PODS is also a victim of the credit card fraud, and advise them to contact local law enforcement.

MANAGEMENT & PROCESS

Material Purchasing for Container Repair

Effective immediately, all container repair materials must be ordered through an approved channel and meet approved brand specifications. Here's what this means for you and your teams.

Where to Order

All materials must be purchased exclusively through one of these two channels ONLY:

- Parts & Services Portal
- Amazon Business

Resource: For the full list of approved materials and links, visit the Tooling Parts List (Corp Ops intranet > Operations Management > CRT tab).

What to Order

To maintain repair quality, use only approved brands. For commonly used consumables, that means:

USE THIS

- Sherwin-Williams paint
- Approved caulk
- Approved tape/sealant

NOT THIS

- Any non-Sherwin-Williams paint
- DAP Caulk
- Eterna-Bond Tape

If You Can't Find an Item – Exception Process

If an item can't be sourced through an approved channel, submit a request to Procurement **before** purchasing elsewhere. Wait for case-by-case approval before purchasing elsewhere.

Not Permitted Under Any Circumstances

Credit card purchases and expense reports for these materials are **no longer permitted**. Our vendor partners have stocked inventory based on our forecasts to ensure no delays.

Action Needed

Review this guidance with your Market Managers, SCWs, and CRTs and confirm they're aligned before their next order. Direct all process questions to Procurement at procurement@pods.com.

Forklift Service Request Process

Yale & Hyster Forklifts

ALL Maintenance Request (except tires)

- Email HYG's Central Dispatching Team: fleet.mailboxes@hyster-yale.com
  - Forklift **Serial#** in Subject Line (**not Asset#)**
  - Explain in detail the reason why you are requesting service
  - HYG Dispatchers will respond with a WO# and ask the local vendor to schedule a mechanic

Hyundai Forklifts

ALL Maintenance Request (except tires)

- All Hyundai maintenance is handled directly with local dealership
- Establish a relationship with the local service manager
- Hyundai Contacts for each market are in the Contact List on the Equipment & Maintenance page on the Corp Ops Intranet

MANAGEMENT & PROCESS

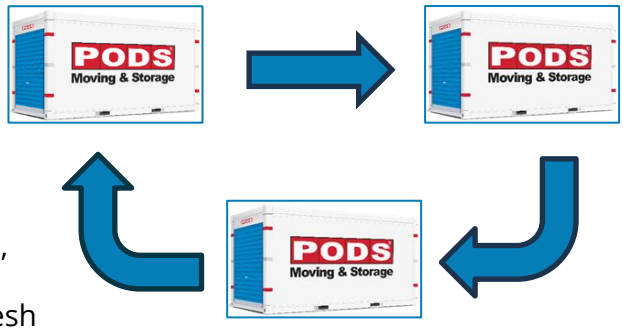
Attack the Stack! Warehouse Container Inventory

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 reduces 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.

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



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**



Click the image to the left to watch a recorded walk-through of our container inventory rotation process.

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

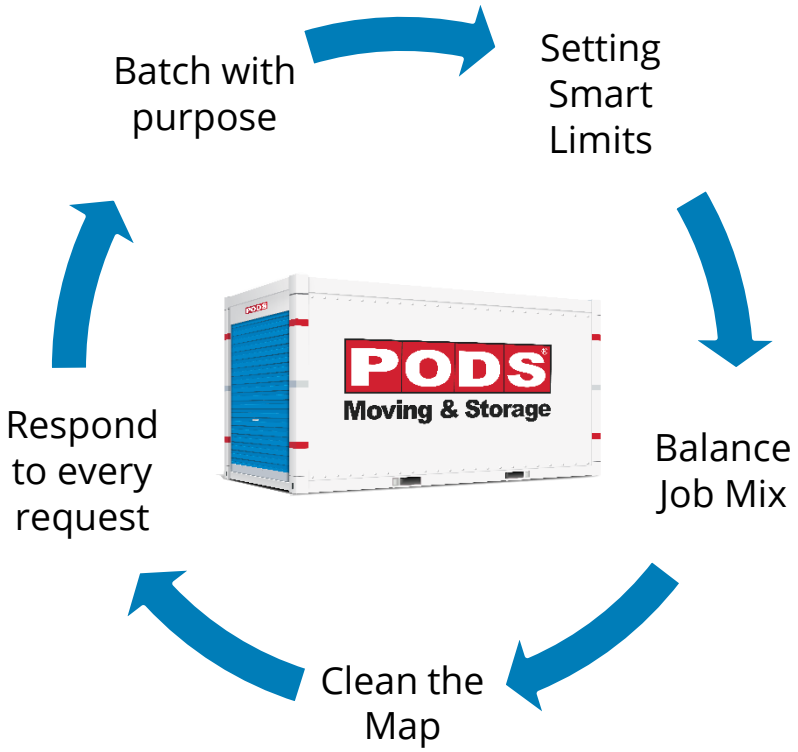
- Confirm your day's true capacity before declaring the day sold out by:
  - Batching your routes for the day
  - Checking your route hours
  - Increasing your limits if capacity remains.



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 and 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



Introducing a New Way to Access PODS University.

You will now access PODS University through your PODS MyApps Dashboard.

For assistance logging in through your MyApps Dashboard, please watch this video.

If you are unable to sign in through MyApps, please open a Snow Ticket or call the PODS Help Desk at 856-310-6811.

