June 2026

Corporate Operations Managers' Memo

Management & Process

Celebrating the Retirements of Bob Fowler and Rich Schwartz





Please join us in celebrating the upcoming retirements of two of our senior leaders who have been instrumental in modernizing and strengthening our business operations: **Bob Fowler**, our Chief Information Officer, and **Rich Schwartz**, our Senior Vice President of Corporate Operations.

Bob joined PODS in 2019 at a pivotal moment for our technology infrastructure. We brought Bob on board for his proven expertise in large-scale system transformations, tasking him with turning an unstable IT environment into a mature, modern, and reliable foundation. Under his leadership, our technology evolved into a highly secure, scalable framework that positions us for long-term growth. Bob's tenure is defined by the successful advancement of several critical enterprise initiatives, including POET, UKG, Snowflake and Cheetah, while also strengthening our information security capabilities. His efforts improved the stability, reliability, and scalability of our core systems and positioned PODS for continued success in the years ahead. His last day will be July 1.

Rich Schwartz joined PODS in 2021 and has been instrumental in advancing our operational capabilities across the enterprise. He helped drive the implementation of telematics technology across our fleet, the rollout of Cheetah routing software, and the establishment of centralized routing to improve efficiency and consistency. Rich also championed the development of operational dashboards that provide greater visibility into key metrics, helping field leaders better understand performance, improve safety outcomes, and measure progress toward business goals. His last day will be July 3.

The legacies Bob and Rich leave behind are rooted in stability, visibility, and modern innovation. They came to PODS to build the systems and operational frameworks of the future, and they succeeded.





Management & Process

Welcoming Two New Leaders to Our Operations Team

As part of our continued focus on operational excellence, customer experience, and business performance, we are pleased to announce two new leaders joining our Operations organization.



Tim Storey will join PODS on June 29 as Vice President, Operations. In this role, Tim will lead field execution across the PODS network, including our storage facilities, last-mile delivery operations, and customer service performance. Tim comes to PODS from Amazon, where he spent 13 years leading large-scale fulfillment and last-mile delivery operations. He has a track record of elevating and scaling operations without disrupting what's already working, while focusing on end-to-end operational metrics: safety incident rates, quality defect rates, inventory accuracy, labor productivity, on-time delivery, and customer-facing service levels. He is also a Marine Corps veteran with combat experience and brings that same standard of accountability and operational discipline to everything he leads. Our Regional Vice Presidents and Brannon Hufstetler will report to Tim.



Taylor Armstrong joins PODS on June 22 as Vice President, Operations Planning, Optimization and AI. In this role, Taylor will focus on connecting demand, capacity, labor, fleet, and service decisions to improve operational performance across the business. He also will help accelerate our use of data, optimization tools, and AI-enabled capabilities to support better decision-making and drive efficiency. Taylor joins us from Cirkul, where he led demand forecasting, sales planning, and integrated business planning. Before that, he spent several years at Chewy building supply planning and inventory systems that directly supported their growth and expansion. He brings deep experience building the kind of data-driven planning infrastructure that connects supply chain decisions to real business outcomes. Taylor also is a former Marine Corps officer. Alberto Callwood and Bryan Davidson will report to Taylor.

In addition, Alejandro Velarde will report directly to COO James Shively on an interim basis until we hire a Director of PMO & Continuous Improvement. This future role will lead the COO transformation roadmap, drive major cross-functional initiatives, and help translate strategy into measurable operational results.

Please join us in welcoming Tim and Taylor to the team!

Management & Process

Market Managers Showing Appreciation Through Busy Season

At PODS, we know that busy season is tough for our associates in the field—long hours, unexpected issues, and stressful days can become the norm. As managers, you feel these realities as much as anyone else across the organization, but you are also faced with the challenge of keeping your drivers and warehouse associates happy and engaged throughout our busiest months.

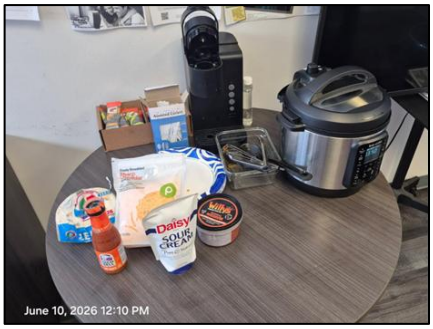
One way that you can show appreciation and keep morale high throughout your locations is to provide the occasional meal for your team. The photos below show a breakfast spread, homemade breakfast pizzas, a taco bar, a crockpot hot dog station and a six-foot sandwich that **MM Don Berry** (Franklin, NJ) and **AMM Matt Wimmer** (Melbourne, FL) provided for their teams. All are great examples of easy and affordable meal ideas, and small gestures that go a long way in the field!

Thank you to all our managers who go the extra mile for our frontline team members.











If you or someone on your team has photos from, or ideas for, fun and affordable ways to celebrate our operations teams throughout busy season, send them to Taylor Jenkins so your effort and best practices can be highlighted and shared with other managers across the organization.

Management & Process

Daily Exception Report Processing Guide

1. Missing Moves in Cheetah (Present in RBMS)

Issue
The move is not showing in Cheetah but exists in RBMS.

Action Required
- Review the **Move Date**.
- If the move date is today (for example, 6/16) and the move needs to be completed today, manually load the move into Cheetah via Cheetah Service Desk and add onto a driver's route via Web Editor.
- Ensure move is completed as scheduled by place on a driver route for the day.

Example:
If the move date is 6/16 and you receive the report at 5:00 a.m. on 6/16, please proceed and add to a route.

2. Canceled in Cheetah, Active in RBMS

Issue
The move has been canceled in Cheetah but remains active in RBMS and add onto a drivers' route via Web Editor.

Action Required
- Add the move back into your daily calendar in Cheetah via Cheetah Service Desk.
- Ensure move is completed as scheduled by placing it on a driver's route for the day.

3. Canceled in RBMS, Not Canceled in Cheetah

Issue
The move has been canceled in RBMS but remains active in Cheetah.

Action Required
- Manually move into a holding status within Cheetah.
- Do **not** complete the move.
- Ensure drivers are not dispatched to complete the job.

4. Size Mismatching Moves

Issue
The move exists in Cheetah with an incorrect container size.

Action Required
- Verify the container size in RBMS.
- Within Cheetah - Confirm the NEW move is not being paired with another FPU using the wrong container size.
- Correct the container size in Cheetah if necessary.

Example:
If an FPU-16 is assigned to a NEW-8, verify and correct the container assignment before driver starts their route.

5. ART Issues

Issue
These moves contain OE/Salesforce-related issues that require correction in Cheetah.

Action Required
- Manually move into a holding status within Cheetah.
- Do **not** complete the move.

6. Date Not Matching

Issue
The move date in MercuryGate does not match the move date in RBMS.

Action Required
- Manually move into a holding status within Cheetah.
- Do **not** complete the move.

Key Reminder
- Always use the RBMS date as the source of truth when date discrepancies exist.

Management & Process

Email Retention Policy Starting Monday, June 15

At PODS, we are the experts at helping people move and store what matters most. Now, we're applying that same "smart storage" philosophy to our own digital space. To keep our organization secure, lean, and compliant, we are implementing our **Email Retention Policy**. Starting **Monday, June 15, 2026**, Outlook will retain emails for only one year.



Important Dates

- **June 15, 2026:** Any messages dated before Monday, June 15, 2025 (including those in folders) will be removed from the system. Going forward, emails older than one year will no longer be retained.
- **The 30-Day Rule:** Items in your junk mail folder will auto-delete after 30 days.



Why the Refresh?

This update isn't just about cleaning house; it's about strengthening our security. By keeping our digital footprint light, we:

- **Reduce Organizational Risk:** Safeguard company information by limiting exposure over time.
- **Optimize Storage:** Maximize available storage space and minimize storage costs.
- **Stay Compliant:** Align with the latest compliance and security standards.



Your Moving Checklist

- **Review Your Folders:** Check all folders for emails dated before June 15, 2025, and identify documents or conversations you need for long-term reference.
- **Move to OneDrive:** Download important files and attachments to your OneDrive or local drive.
- **Save Key Emails:** To keep a specific email, simply drag and drop it from Outlook onto your desktop or into a OneDrive folder. This creates a .MSG file that you can open and view at any time.



What's Next?

- **Action Required:** You will need to acknowledge the policy in UKG.

Pro tip: Treat your inbox like a physical mailbox — sort it, process it and move the "keepers" to their permanent home in OneDrive. This keeps your inbox clear and your important records secure.

Management & Process

PODS Is Partnering with Uber for Business

We're excited to announce that we've created an Uber for Business account, which will help simplify transportation for our associates in the field. Uber is now our preferred method of transportation, with all rides being billed directly to the company's central account.

We are currently working to ensure that everyone on your team is connected with PODS Enterprises' Uber Central account to request rides. As a quick refresher, please see the video tutorial on how to use Uber Central.

Getting Started

1. **Open the email and select "Set up account."** To create your account, please use these instructions attached. **Please set up an account using your PODS Enterprises Email - DO NOT use your personal phone number or email and skip adding a phone number when prompted.**
2. **Uber Central:** Once you have completed the account creation process, log in to central.uber.com and make sure you can access PODS Enterprises' Uber Central dashboard
3. **Familiarize:** Learn the three ways you can request a ride for your team members here.
   - Quick video tutorial
4. **Request a ride**!
   - To request rides, select 'Create new.' Enter the rider's information, including pickup and drop-off locations, etc. Then choose 'Request now' for immediate rides or 'Set up ride' for future rides.

Bonus Tip

Follow the steps below if you would prefer a password instead of a 4-digit verification code when logging in.

To replace the 4-digit verification code with a password:

1. Go to https://accounts.uber.com/profile
2. Click on the "Security" section on the left-hand panel
3. You will be prompted to enter in a password, and moving forward, you will log in via the password instead of a 4-digit code

Need More Assistance?

Watch this 1-minute video guide or reference the user resource page.

- *Uber for Business General FAQ*
- *24/7 Email support (recommended) - business-support@uber.com*
- *Employees can contact Uber Support to access Online Help Center - FAQs, guides, & more!*
- *Urgent Support Requests (on-trip and post-trip) - Riders can submit help requests in-app (employee travel only) or visit help.uber.com*

Management & Process

2026 Spirit Halloween SC Job Aid

Black = Fixtures



Orange = Carryover Merch



REMOVE LOCKS BEFORE REDELIVERY

POS Container (Point of Sale)

Spirit asks that we **deliver** the POS container **FIRST** in the group of Fixture containers. This will be designated on the store email chain.

CONTAINERS:

- **150825BX** – **POS CONTAINER, DELIVER FIRST**
- **151527BX**
- **151782BX**
- **151829BX**

Make sure you are in contact with your local Spirit store BEFORE the delivery date to confirm all details.

Container Delivery Timing

PODS Spirit Team will add premium services to all Spirit containers based on store timing requests. Timing requests will also be in the dispatch notes.

- 6 a.m. to 8 a.m. = First AM delivery
- 8 a.m. to 10 a.m. = AM delivery
- 10 a.m. to noon = AM delivery
- Noon to 6 p.m. = PM delivery

All containers in the group do not have to be there within the timeframe, but **AT LEAST ONE CONTAINER** needs to be there during the timeframe so that Spirit personnel can begin unloading. **Additional containers** should follow in a normal cadence **as close to the designated timeframe as possible.**

Management & Process

2026 Spirit Halloween SC Job Aid

Communication Guidelines

Email on the Spirit communication thread email chains so we know store and container numbers for needed updates.

Example subject lines:

- Spirit 61379 FixturesNW ExprwyOKC - 6/29/26
- Spirit 61379 CarryoverNW ExprwyOKC - 7/2/26

Email: SpiritHalloween@PODS.com

FOR IMMEDIATE SERVICE
Call Spirit War Room: 855-526-7637

Dry Van Service
Containers will need to be staged for offloading into the dry van on the designated day of pickup at local PODS. Store # will be part of the customer name in RBMS / POET.
****WATCH OUT for multiple dry van stores at the same warehouse on the same day****

FPU not ready
Verify details with DSM day prior to FPU date. If routed container is not ready (still full) work with DSM to identify another container on site that is empty and ready. Coordinate reschedule with PODS Spirit Team to reschedule in POET – email on the comm chain or call the War Room. We will need to change the FPU to the proper container.

If no containers are empty: Speak with DSM to determine offloading timeframe. Market to evaluate if proposed timeframe can be accommodated based on routing / staffing / hours of service.

FPU needs to change to WRT or reposition, etc.
If DSM requests a service other than FPU (VRP, WRT, MTNL, CANCEL) and can be accommodated let the Spirit Team know that a service other than FPU was performed. If the new service cannot be accommodated, let the Spirit Team know so they can reschedule and set job status to UTC.

REMIND DRIVERS - ALL CHANGES ON SPIRIT CONTAINERS MUST BE DONE BY PODS SPIRIT TEAM, NOT OPS SUPPORT.

Now Live: Insider Insights

As our frontline experts, the firsthand insight into daily customer interactions from our field ops associates is exactly the perspective we need. PODS' Insider Insights survey is a simple way to share real-time feedback from your daily customer interactions. Their input helps us identify pain points, close gaps, and uncover operational enhancement opportunities for PODS.

Please print out the poster on the following page and post it prominently in your storage center.

PODS® INSIDER INSIGHTS



What issues in your customer interactions deserve more attention?

Scan the QR code
to report recurring issues in 2 minutes.

Examples include:

- Recurring customer frustrations
- Tools or systems creating friction
- Processes that make service harder

PODS®

Management & Process

Forklift Service Request Process

Yale & Hyster Forklifts

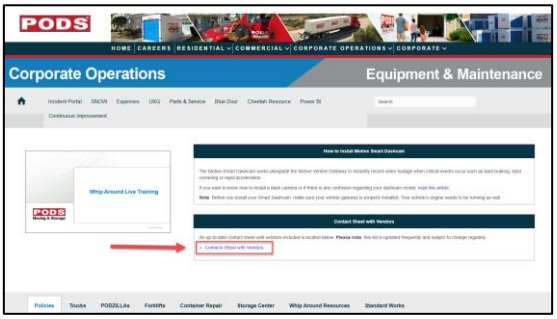
ALL Maintenance Requests (except tires)

- Email fleet.mailboxes@hyster-yale.com – This is HYG's Central Dispatching Team
  - 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
  - Emergency Service (After 6 p.m./weekends/holidays) On Call# 252-347-5766

Hyundai Forklifts

ALL Maintenance Requests (except tires)

- All Hyundai maintenance is handled directly with local dealership (no central dispatching team)
- Establish a relationship with the local service manager
- Hyundai contacts are located on the Equipment and Maintenance section of the Corp Ops Intranet in the **Contact List for each Market** (see screenshot).



Forklift Tire Order Process

Step 1

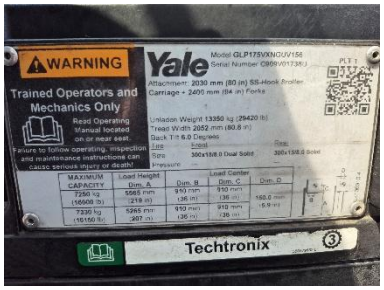
Proper inspection of the tires are required. Solid tires do not need to be replaced until they are within a half-inch of the wear line**. See examples below for drive/steer tires.**





Step 2

Email Brannon Hufstetler a picture of the data plate (example shown below) showing the tire size, along with your Storage Center address. You will be copied on the quote and approval email chain.



CAUTION

Do not order tires through your forklift vendor. We have a National Account with Continental Tire and they will handle both installation and disposal of the old tires.

Management & Process

Preventing Burnout During Busy Season

As busy season approaches, retaining our existing field associates is one of the most important things we can do as an organization. When we lose experienced team members, the impact adds up: we have increased demand to hire and are forced to train new associates during our busiest period, pulling time and attention away from busy season

1. Adhere to the PTO/Absentee Policy

One of the most effective tools we have is a clear, consistently applied PTO policy. The policy exists to protect both the associate and the business — ensuring we are not inadvertently overworking the team members who are on the job due to too many overlapping absences. Policies are scaled based on market size.

PTO Policy by Market Size

Please refer to the table below and fill in your market's applicable policy details:

Market Tier	January – April	May – November	December
Tier I – XL/L	24 hours of PTO per day	16 hours of PTO per day	24 hours of PTO per day
Tier II – L/M	8 hours of PTO per day	8 hours of PTO per day	8 hours of PTO per day
Tier III – S/XS	8 hours of PTO per day	8 hours of PTO per day	8 hours of PTO per day

View the 2026 Market Size Chart if you are unsure of your specific market's size

Absentee Policy

Chart of 6-month Infraction Situation and Points

Rolling 6-month time period	
Situation	Infraction
Excused absence: pre-approved time off and manager discretion	0 points
Unexcused absence: missing scheduled work time of more than ½ of your scheduled shift or overtime (voluntary or mandatory)	2 points
Late arrivals: unexcused late arrivals of less than ½ of your scheduled shift	1 point
Early departures: unexcused early departures which result in missing less than ½ of your scheduled shift	1 point
Failure to call in or notify: late arrivals or early departures	1 point
No call or No show: failure to call in and show up for your shift	4 points
Inappropriate time recording activities	Determined by code of conduct policy

Chart of 6-month Infraction Points and Corrective Action

Point accrual	Corrective action steps
Minimum of **6 points**	Documented Verbal Warning
Minimum of **8 points**	Written Warning
Minimum of **10 points**	Final Warning
Minimum of **12 points**	Subject to Termination

Please view the Corp Ops Appendix for the complete Time and Attendance Policy.

Continued on Page 6

MANAGEMENT & PROCESS

2. Maximize Scheduling Efficiency

Smart scheduling is one of the easiest ways to reduce strain on your team while keeping operations running at full capacity.

- **Holiday Weeks:** When a holiday falls during the week (e.g., Memorial Day), schedule all drivers to truck capacity for the remaining five days of that week. With the holiday counted, **hours of service** is minimized and your coverage stays strong for the shorter week.
- **Closed-Day Markets:** If your market is typically closed on Wednesday or Saturday, consider opening that day during a holiday week. This allows you to preserve a full five-day work week for your associates without overextending anyone.
- **Non-Peak Schedule vs Peak Schedule**: If your team is still operating on a Non-Peak 4X10 schedule, please consider updating to a Peak Schedule 5x8 schedule as soon as possible. This schedule allows for more flexibility to run a 10-hour day when needed. If you have any concerns with this change, please contact your TM, RVP, or HRBP.

3. Communicate

When associates don't know what's coming, anxiety builds and disengaged associates are far more likely to look for other opportunities. Stay ahead of it.

- Remind your drivers and storage center workers that busy season is approaching. Set expectations clearly so no one is caught off guard by the increase in volume or pace.
- Be transparent about hiring. If you are actively interviewing new employees or have one in the process of being hired, let your current team know that help is on the way.
- Hold brief check-ins regularly. A five-minute huddle at the start of a shift goes a long way. Be present and be visible.
- Advise them when you see a slower week approaching. During these slower weeks, rotate short routes throughout your team when you're able, allowing some team members to leave a little earlier one or two days per week.

4. Treat your team!

Small things can be the difference between an associate who pushes through busy season and one who doesn't.

- Provide a team breakfast every two or three weeks.
- Recognize individual effort publicly. Call out a driver who had a great week or acknowledge a storage center worker who went above and beyond.
- Check in on your people: Ask how they're doing. Listen. Make sure that their issues are both heard and addressed as best possible.
- If you see burnout, talk with your leadership to see what can be done.

MANAGEMENT & PROCESS

Operation Safe Driver Week

Operation Safe Driver Week is a safe-driving awareness and outreach initiative aimed at improving the driving behaviors of passenger vehicle drivers and commercial motor vehicle drivers through educational and traffic enforcement strategies and interactions with law enforcement. **The next Operation Safe Driver Week is scheduled for July 12-18, 2026.**

Throughout Operation Safe Driver Week, law enforcement personnel will be on the lookout for commercial motor vehicle drivers and passenger vehicle drivers engaging in risky driving. Identified unsafe drivers will be pulled over and issued a citation or warning.

Don't Forget to Submit Travel Employee Access Forms

Please remember to submit the Travel Employee Motive/WhipAround Access form for **every traveling or MOD driver** being sent to support another market.

Completing the form before the driver travels helps ensure their Motive and WhipAround access is ready when they arrive AND when they return.

RBMS Updates Coming June 18 and June 25

In the coming weeks, we are planning multiple updates to correct issues within RBMS. The first update is scheduled for June 18, aiming to reduce the number of missing and/or incorrect jobs within Cheetah. The June 25 update will focus on container size not updating in RBMS, moves not getting deleted/cancelled in RBMS, and backdated transactions not being removed from Cheetah.

We will continue to provide regular updates as the changes are implemented.