July 2026

Corporate Operations Managers' Memo

Management & Process

A Message from COO James Shively

As we move through our busiest time of the year, it's a challenging season across our operations. Peak season asks a lot of all of us, and sometimes it's hard to focus on anything other than what's in front of us and the things that still need to get done. But now more than ever, it's important to take a minute and acknowledge all the amazing things that we've accomplished so far this year.

Please view the short video message from COO James Shively below and **take a few minutes during a morning huddle this week to share it with your team**.



Thank you for everything you're doing during our busiest season. Thank you for your hard work, your dedication, and for continuing to live our core values every day. Let's finish this peak season strong!

Keep Drivers Safe, Stay Within Hours of Service Limits

As we continue through our busiest time of year, we know everyone is working hard to serve our customers and keep operations running smoothly. As we push full steam ahead, it's important that we keep safety at the center of every decision we make. **Hours of Service compliance** is part of safely navigating the busy season. Please remember the following:

- **The 60-hour DOT limit includes all on-duty time, not just driving.** Time spent in the warehouse, loading and unloading, completing inspections, fueling, paperwork, and driving all count toward a driver's weekly total.
- **Safety comes first.** As drivers work longer hours, the risk of fatigue increases, which can lead to slower reaction times, poor decision-making, and a greater chance of injuries or accidents. Staying under the 60-hour limit helps protect our drivers and those around them.
- **Plan ahead.** Actively monitor your drivers' hours throughout the week. Encourage drivers to communicate well before they approach their limit so schedules and routes can be adjusted as needed. Planning ahead allows us to remain compliant while minimizing disruptions to customer service.

Please review your team's hours regularly and take proactive steps to prevent drivers from exceeding their allowable hours. Thank you for your partnership in keeping our drivers safe and our operations compliant.

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Spotlight Greatness! Q2 VIP Nominations Remain Open

Recognize excellence today! **Q2 VIP nominations remain open** – this is your opportunity to spotlight a colleague whose dedication, values-driven actions, and everyday contributions truly stand out.

The Quarterly VIP Nomination flow will remain open through **EOD Friday, July 24**, and all associates are encouraged to nominate peers for the Q2 VIP Summit Award.



Nominate a VIP Today!
When: Today through Friday, July 24
Where: Submit via Blue Door
Who: Any associate can nominate a deserving peer



What Winners Receive
- A certificate of recognition
- A team-level celebration
- $200 spot bonus
- Automatic nomination for the VIP Pinnacle award



Make Your Nomination Shine
The best nominations tell a great story! Be specific about how your nominee has demonstrated our values and made an impact. Here's an example from a Q1 winner:

"Pat consistently demonstrates an exceptional level of dedication, precision, and follow-through while managing an extraordinary volume of billing adjustments, account corrections, and complex system-related issues. She approaches every task with care and attention to detail, ensuring accuracy while maintaining steady engagement with highly demanding, detail-oriented customers. Her proactive communication, responsiveness, and persistence reflect a deep commitment to getting things right the first time and seeing issues through to full resolution. The impact of Pat's efforts is significant and far-reaching for the business. By maintaining trust, stability, and satisfaction with several of our most valuable customers, she directly supports revenue retention and strengthens the long-term partnerships. Her ability to navigate challenging interactions with professionalism and patience reduces escalations, safeguards the company's reputation, and allows our customers to feel confident they are supported by someone who genuinely takes ownership. Pat's work exemplifies what outstanding customer advocacy looks like and sets a standard that elevates both the team and the business."

Last Quarter Winners
Check out **this video** to see our Q1 VIP winners! Please join us in congratulating them on their well-deserved recognition!

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Forklift Pre-Ops Training Update

We're excited to announce an improvement to our PODS U forklift training, designed to make onboarding both easier and SHORTER.

Previously, Forklift Pre-Op Check training was spread across 12 separate courses. We've now consolidated all required Forklift Pre-Op Check content into **one streamlined course**, creating a simpler learning experience for our employees.

What's Changing?

- 12 Forklift Pre-Op Check training courses have been combined into just **one comprehensive course**
- Duplicate and repetitive content **has been removed**
- Training completion time has been **reduced by approximately 90 minutes**
- A clearer, more user-friendly learning path for new hires and existing employees

This update reflects our commitment to continuously improving our training programs while maintaining our high standards for safety and compliance.

If you have any questions about the updated Forklift Training Program, please contact PODSU@PODS.com.

Fleet Utilization & Equipment Compliance

To ensure that our fleet data remains accurate, please keep the following items top of mind:

- **Fleet utilization data is being closely monitored and shared with executive leadership and the board.** Accurate reporting is critical to ensure we have a true picture of equipment usage and downtime
- **Any truck, PODZILLA, or forklift that is mechanically unavailable for use MUST be properly marked Out of Service in WhipAround.** Failure to do so creates inaccurate utilization data and impacts our ability to make fleet decisions.
- **Managers can review the 7.2 Truck Utilization report in PowerBI** and investigate any discrepancies between equipment movement, DVIR activity, and actual operational status.
- **DVIR compliance remains a key focus.** All equipment, including spare or infrequently used units, should receive a DVIR at least every 30 days.
- **Rotate equipment when possible.** Newer assets should be utilized appropriately rather than sitting idle while older equipment accumulates additional wear and hours.
- **Accurate utilization and out-of-service reporting directly supports overall truck needs.**

Thank you for your attention to these items and for helping ensure our fleet data accurately reflects operational reality

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Increased Priority for Costco and Military Orders

To provide better visibility into **Costco and Military orders**, we have **increased the priority points** assigned to these jobs. This change is intended to help ensure these orders receive the attention they need during daily routing and planning.

We continue to partner with IT on long-term enhancements that will improve visibility within Cheetah and RBMS. Thank you for your patience as those solutions are developed.

What you need to do:

- Use the **Market Manager Report** when planning daily routes.
- Look for the increased priority Costco and Military orders and ensure they are prioritized appropriately to help prevent service disruptions.

Thank you for your continued focus on delivering an exceptional experience for our partners and customers!

Move and Customer Details

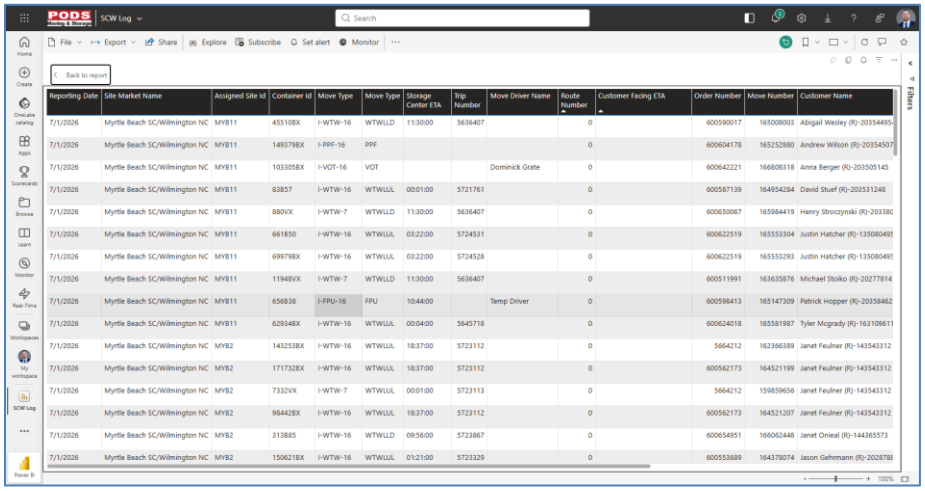
Move Date	Move Number	Customer Number	Customer Group Name	Customer Full Name	Move Special Handling	Move Type	Driver Notes	Priority Points	Container
7/8/2026	166900298	204022333	NONC	Wesley Martin		WRT	ProductCode:= RETSC, , Gated:=No, Door Facing := Rear, Complex Name := Beacon H Colony, Street Location := Front of Building, Is Non Paved := No, Waiver := No, Driveway Width := Single Vehicle Driveway, Driveway Side Placement := Middle, Driveway Shape Straight, Placement Distance := 4 ft from home, Parking Lot Location := Front of Building	30	
7/8/2026	166900293	204022333	NONC	Wesley Martin		PPF	ProductCode:= WEIGHTFULL, , Gated:=No, Non Paved := No, Waiver := No	25	
7/8/2026	165893139	203689241	NONC	Haley Ferre		RDL	ProductCode:= REDEL, , Gated:=No, Door Facing := Rear, Complex Name := Wesleyan Village, Street Location := Right of Building, Non Paved := No, Waiver := No, Driveway Width := At least two vehicles wide, Drivew Side Placement := Right Side, Driveway Shape := Straight, Placement Distance := 4 from home, Parking Lot Location := Right o Building	24	
7/8/2026	165253040	169045063	NONC	Lynne Hicks		RDL	ProductCode:= REDEL, , Gated:=No, Door Facing := Rear, Street Location := Back of Building, Is Non Paved := No, Waiver := Yes, Driveway Width := At least two vehicles wid Driveway Side Placement := N/A (See building info), Driveway Shape := Straight, Placement Distance := 4 ft from home, Parking Lot Location := Back of Building, TH CONTAINER MUST BE PLACED IN THE SHO GARAGE THAT IS NOT ATTACHED TO THE	20	

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SCW Log

The SCW Log is a comprehensive dashboard for all container moves, allowing storage center workers greater visibility into incoming containers for easier preparation ahead of delivery/RTW.

The dashboard shows the Storage Center ETA for every job, giving storage center workers the expected window for when a container will return/arrive at the storage center.



What's Included:

Identifying Information

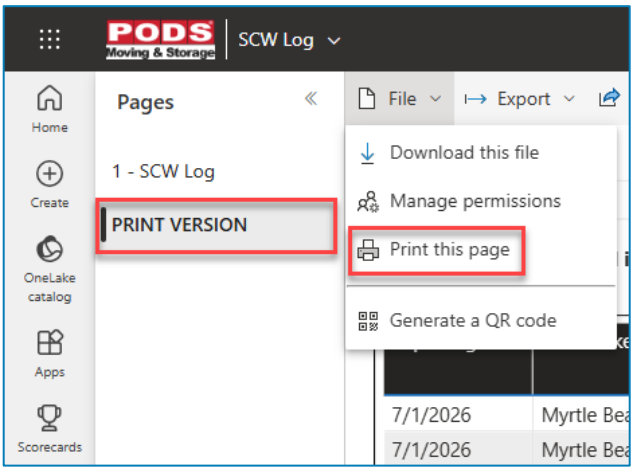
- Each container in the log will have the market name, the move type, the job ID, the storage center ETA, and other identifiable information to help locate containers and their moves.

Identifying IF Moves

- IF moves can be identified by the "Trip Number" column or the "Route Number" column, as all IF moves will be marked with a trip number AND a route number of 0.

Print Version

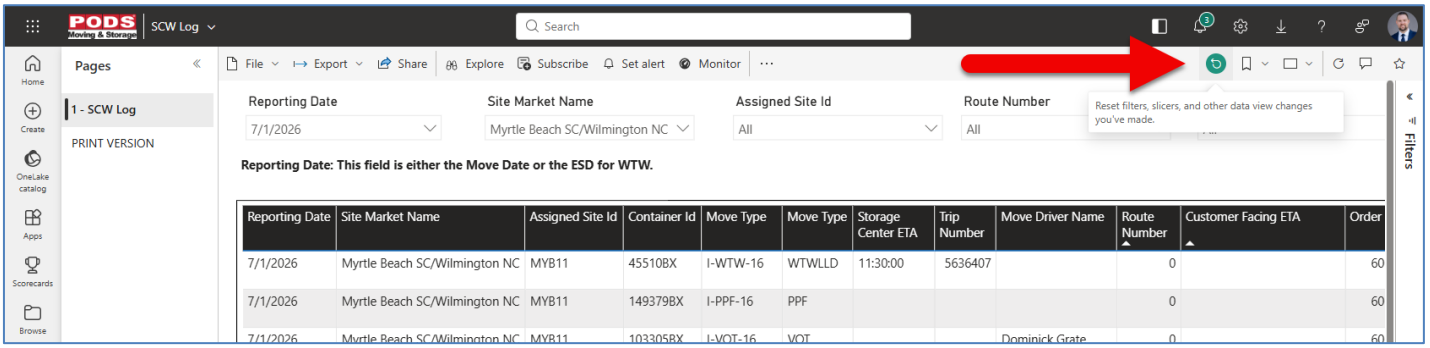
- The SCW Log also includes a print version of the dashboard. This version is condensed, removing the "To Address", "From Address", and "Last Refreshed Timestamp" columns for a simpler, printable version for storage center workers.



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SCW Log – Additional Notes

- The dashboard refreshes hourly, so any changes made will reflect on the dashboard within the hour.
- Some container deliveries that are being routed in Cheetah to a staging yard are appearing in the dashboard as a Storage Center ETA, even though it is being delivered to a staging area and **NOT** a storage center. There is a fix in progress.
- The "Last Refresh Timestamp" is universally in UTC, not your local storage center time like the rest of the dashboard. This is a fix in progress.
- The "reset" button is at the top right corner of the page. This button instantly resets all filters applied to the view.



Reporting Date	Site Market Name	Assigned Site Id	Container Id	Move Type	Move Type	Storage Center ETA	Trip Number	Move Driver Name	Route Number	Customer Facing ETA	Order
7/1/2026	Myrtle Beach SC/Wilmington NC	MYB11	45510BX	I-WTW-16	WTWLLD	11:30:00	5636407		0		60
7/1/2026	Myrtle Beach SC/Wilmington NC	MYB11	149379BX	I-PPF-16	PPF				0		60
7/1/2026	Myrtle Beach SC/Wilmington NC	MYB11	103305BX	I-VOT-16	VOT			Dominick Grate	0		60

View the Compliance Dashboard Job Aid

The Compliance Dashboard Job Aid provides a comprehensive walkthrough on how to view your team's **Compliance Dashboard** within PODS U. The purpose of this dashboard is to create visibility into what compliance training still needs to be completed by associates on your team.

Key Information

- New hire training is considered overdue **30 days following the new hire's start date.**
- **All forklift operators at all locations** must take the **entire** PODS Forklift Pre-Op Check course
- Compliance eLearning is **mandatory.**

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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.**

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2026 Spirit Halloween SC Job Aid

Communication Guidelines

Email on the Spirit communication thread email chains so we know the 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.