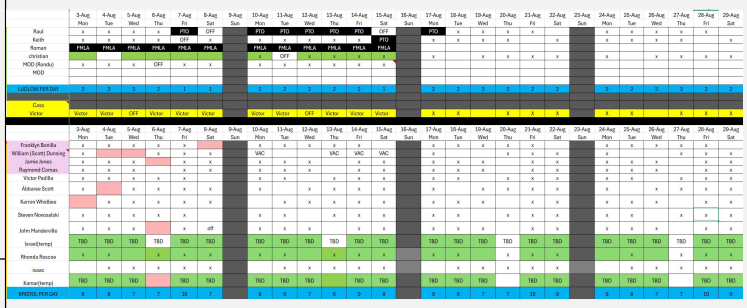
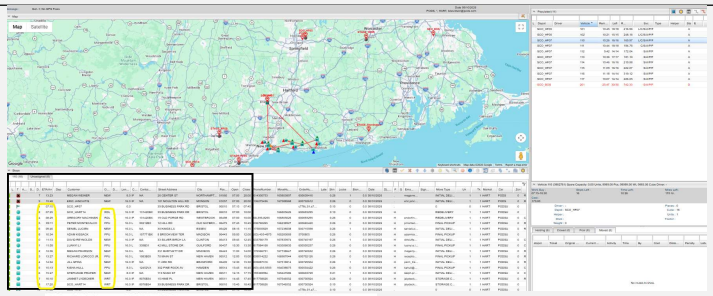
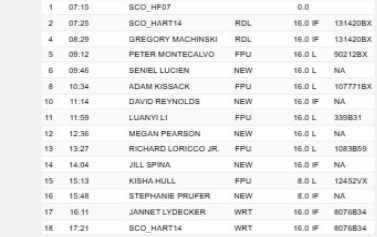
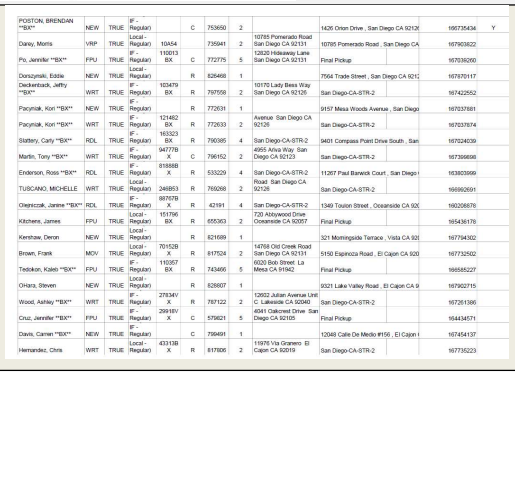
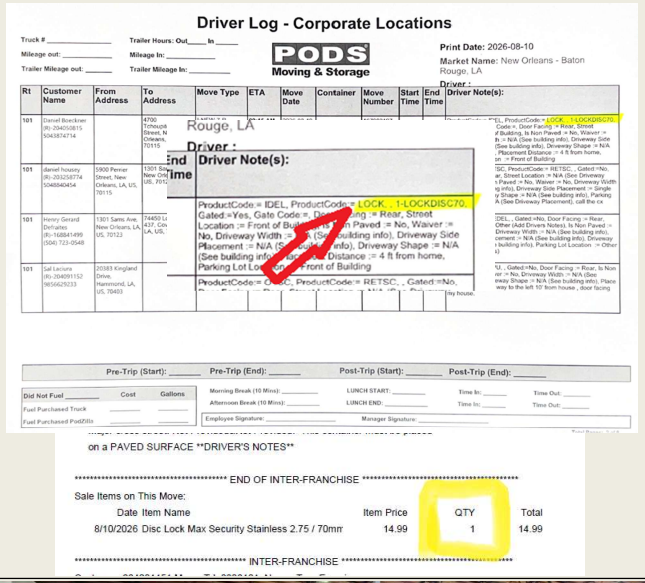
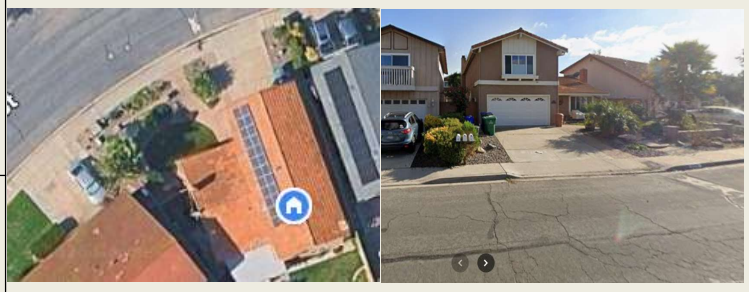
Standard Work - Route Execution

PODS Moving & Storage			**Core Process:**		Date Created:	8/1/2026
					Date Revised:	
					Version:	V1.0
			Process Segment:		Leadership Sponsor	Taylor Armstrong & Tim Storey
					Process Owner:	Bryan Davidson
					Reporting Owner:	Territory Managers & Regional Vice Presidents

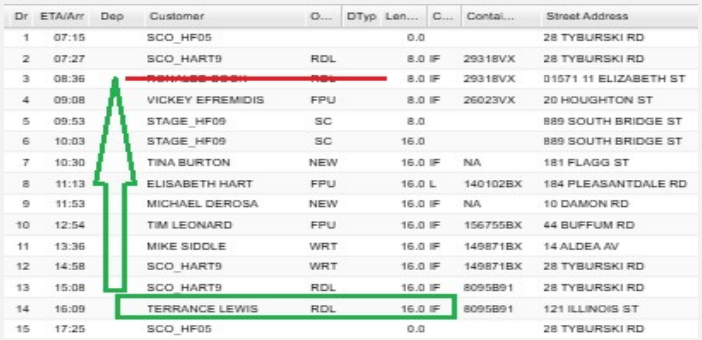
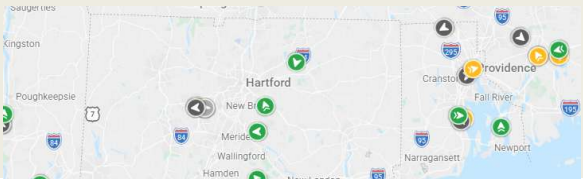
Purpose: To establish a standardized process for executing routes that maximizes operational efficiency, protects ETA accuracy, minimizes deadhead miles, ensures consistent customer communication, and clearly defines the responsibilities of the Dedicated Routing Team, Market Managers, Storage Center Workers, and Drivers.

	Step		Key Points & Background		Visuals & Job Aids
1	1.1	Driver Scheduling	1.1.1	At all times, schedules should be published and maintained a minimum of three (4) weeks into the future	
			1.1.2	Schedules should accurately reflect: PTO, days off, training, travel, MOD Team, truck utilization, etc.	
	1.2	Route Review & Export	1.2.1	Review each route before export	
			1.2.2	Verify route sequence, minimal deadheads and excessive drive time, adjust for cancellations and local knowledge adjustments	 
			1.2.3	Any changes should be communicated ASAP before changes made. Do not make changes after export unless operationally required.	
			1.2.4	Routes should normally be finalized and exported the afternoon prior to execution (between 2:00PM-4:00PM where operationally possible)	
	2.1	Route Paperwork Preparation	2.1.1	Print driver paperwork (route summary, Driver's Log) making available before drivers arrive in the morning so the day's operation is started timely, without delay	
			2.1.2	Print Storage Center Worker route summary to ensure containers are staged and in order for easy loading when driver arrives	

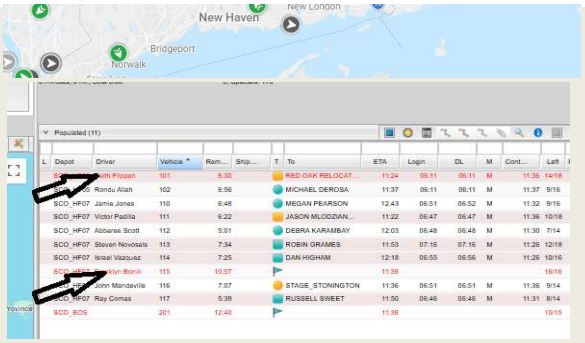
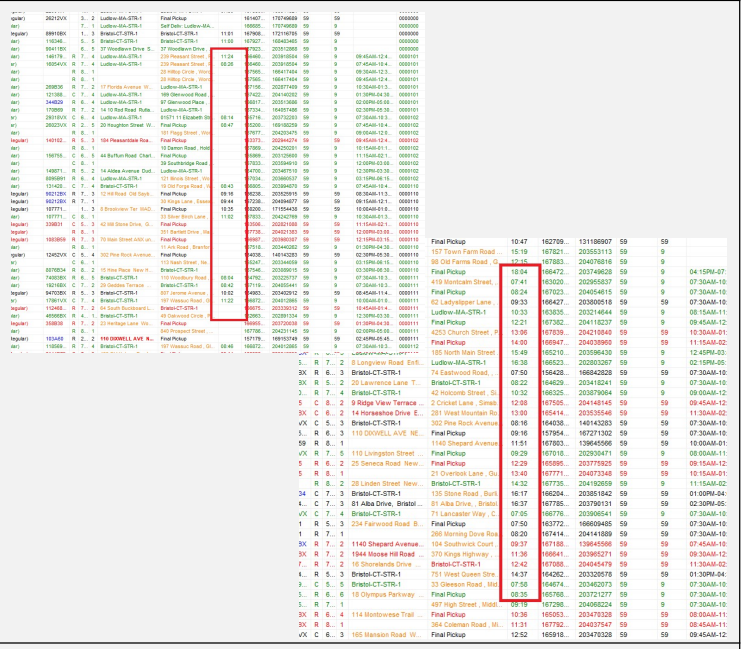
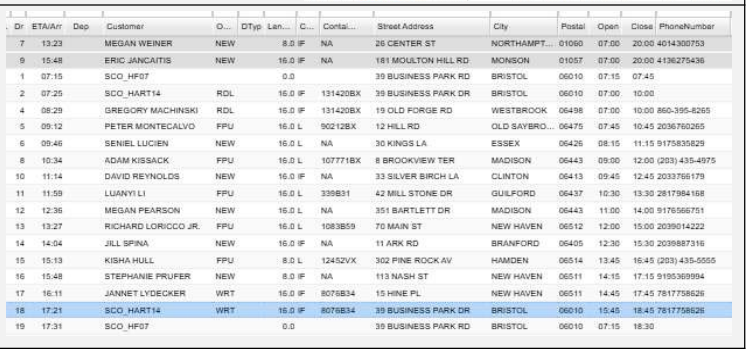
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2	2.2	Morning Preparation - Market Manager	2.2.1	Before routes are distributed, verify: no cancellations or jobs falling off, confirm ETAs remain accurate, notate any pertinent customer notes (gate codes, delivery maps, alternate phone numbers, special instructions, etc) & **callout ancillary items with highlights**	
	2.3	Morning Preparation - Storage Center Worker	2.3.1	Prior to driver arrival, SCW shall: Review route summary, stage all schedule RDLs, inspect Initial Delivery containers needed and staged RDLs for obvious damage (repair if possible), ensure staged containers are immediately available, in order of departure. **Driver should never spend time locating staged containers**	
	2.4	Morning Preparation - Driver	2.4.1	Before departing for first customer location, driver shall: review route paperwork, review Google Maps of first stop, review previous Cheetah photos when applicable, develop placement strategy before departure, complete DVIR, log into required systems, secure loaded container	
			2.4.2	With each recurring job throughout the route, driver shall remain consistent in reviewing all relavant job information mentioned above before departing for customer job location	
	2.5	Customer Communication	2.5.1	Drivers are expected to contact customer before departing for customer location. Phone call is preferred, text message and voicemail if they do not answer.	Customer: 204054546 Move: Trk:0000102 Name: Carly Slattery ETA:07:55 Service Type:RDL Documents Satisfied? True Facing: R From: San Diego-CA-STR-2 To: 9401 Compass Point Drive South , San Diego CA 92126 Container: S 16 (16 - IF - REGULAR) ID: 163323BX Customer Contacts: Carly Slattery PRIMARY-Phone-9137546789carlyh401@gmail.com Move Notes/Driver Notes:
			2.5.2	Communication should confirm: Service scheduled, placement location, container door orientation, access concern/gate codes, customer availability	Customer: 204054546 Move: Trk:0000102 Name: Carly Slattery ETA:07:55 Service Type: RDL Documents Satisfied? True Facing: R From: San Diego-CA-STR-2 To: 9401 Compass Point Drive South , San Diego CA 92126 Container: S 16 (16 - IF - REGULAR) ID: 163323BX Customer Contacts: Carly Slattery PRIMARY-Phone-9137546789carlyh401@gmail.com Move Notes/Driver Notes:
			2.5.3	Some markets successfully perform the first customer's call the evening prior, however, the minimum expectation is communication before departing for the stop. If additional information is required while the customer did not answer, and they call back on the drive, answer via bluetooth or pullover to call back.	

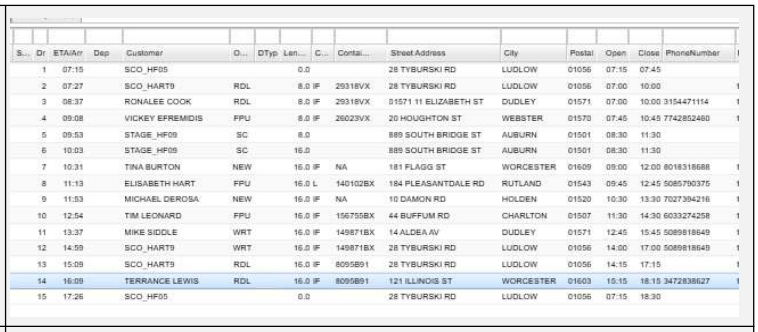
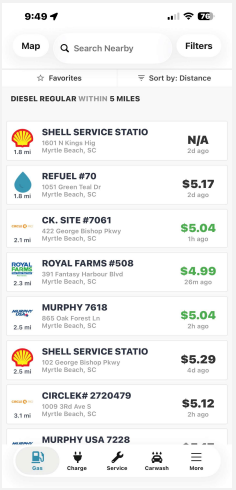
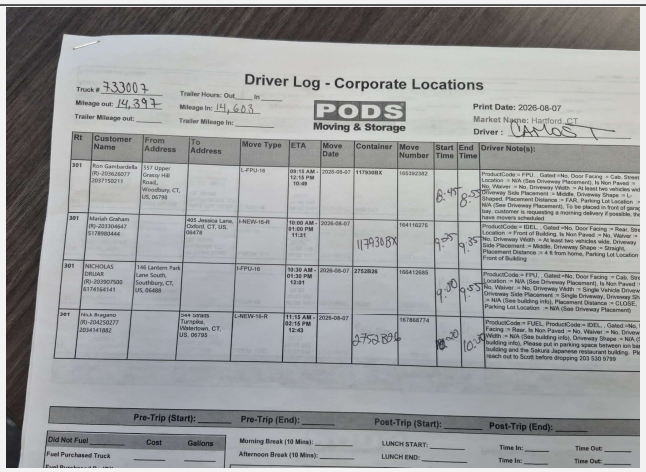
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3	3.1	Route Execution	3.1.1	Drivers are expected to: Follow routes exactly as assigned, maintain ETA commitments, complete route in order and completely, prioritize safety over speed.	 
	3.2	Required Driver Communication	3.2.1	Drivers shall immediately contact the Market Manager whenever: delay at customer site of more than 10 minutes, change in route order, customer cancellations, placement issue exists, FPU is OOS, truck or PODZilla issue causing delay, weather impacts results in delay, job cannot be completed, customer requests operational changes	
			3.2.2	Drivers shall not independantly: cancel jobs, reschedule jobs, call operations support, without first notifying manager of necessary actions	
			3.2.3	Upon arrival at customer's site, attempt to communicate with customer via knock on door or another phone call, confirming delivery location and door orientation. If uncertainty exists, contact the Market Manager before proceeding.	
	3.3	Problem Resolution	3.3.1	When an issue occurs, and service cannot be completed as scheduled, Market Manager evaluates alternatives. Route adjustments are made when beneficial.	
			3.3.2	Operational Decisions should focus on: completing scheduled work on scheduled day, minimizing deadhead miles, preventing unnecessary returns to the warehouse, keeping trucks/routes productive.	
	4.1	Route Monitoring	4.1.1	Market Managers shall actively manage route execution throughout the day. This is not a "set it and forget it" process.	

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4	4.2	Monitoring Frequency	4.2.1	Market leadership shall conduct thorough reviews of route progress at least once each hour using RBMS (ETA Performance, timestamp completion, maintain route order), Cheetah Service Desk & Web Editor (picture compliance, job completion), Motive (truck location, driver movement, unexpected delays).	
	4.3	Responding to Delays	4.3.1	When delays occur, without notice from driver, manager shall contact driver immediately. In this effort, determine the cause of delay and take necessary action to reduce additional delays throughout the day.	
			4.3.2	Actions may include reassigning work to other drivers, while maintaining focus on minimizing deadhead miles and keeping trucks productive. Managers should proactively solve operational problems, not simply react after routes have failed.	
	5.1	Timestamp Verification	5.1.1	Throughout the day, managers shall verify job completion by verifying timestamps in RBMS.	
			5.1.2	All jobs shall be timestamped before the manager ends the day whenever possible, and **no later than 8:00AM the following business day.**	
	5.2	Driver End of Route	5.2.1	If final job on route is WRT, driver shall complete job and check in with manager at warehouse before completing DVIR to end the day.	

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5			5.2.2	If final job is at customer location, driver shall contact manager before leaving the final stop to confirm there are no additional jobs to complete upon returning to warehosue.	
	5.3	Fueling	5.3.1	When finishing the route/day, driver shall fuel at an approved fuel station while returning to the warehouse. Morning fueling is no longer the standard practice.	
			5.3.2	Driver shall follow the Fuel Policy for approved locations.	
	5.4	End of Day Closeout	5.4.1	Driver shall: Return to the warehouse, complete post-trip DVIR, complete and retain all paperwork, submit paperwork to the manager, complete all other end of day activities before clocking out (Target: 20 minutes, Maximum: 30 minutes). In the event a manager is not onsite each day, a strategy of sending them a copy of the Driver's Log should be established daily should be in place.	

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