September 2026

Corporate Operations Managers' Memo

Continuous Improvement Corner

As part of our ongoing commitment to Continuous Improvement, we'll regularly share short, practical concepts designed to help us strengthen how we identify problems, make decisions, and improve the way we work. This month, we are covering **Standards and Workarounds**.

When the Workaround Becomes the Work

Continuous Improvement starts with knowing what **should** happen.
In our last CI Corner, we talked about defects: the gap between what actually happened and what should have happened, but that raises an important question:

How do we know what should have happened?
That is the role of a **standard**. A standard is the established expectation for how work should be done or what result should be achieved.

At PODS, a standard might be found in:

- Safety Standards
- SOPs
- Standard Work Documents
- Policies
- Job Aids
- Official Communications
- Training Materials
- Customer Expectations

A standard does not have to be a long formal document. It simply gives us a clear point of comparison between the **expected condition** and **what actually happened**.

The Standard Is Not the Same as the Habit

Just because we have done something the same way for a long time does not mean it is the standard.

In Operations, we are often very good at getting the job done. When something does not work as expected, we make another call, take an extra step, adjust the schedule, move something manually, or find another way around the issue. Sometimes that is exactly what we need to do to take care of the customer. But when the same workaround becomes part of our normal routine, we should ask:

Why is the workaround necessary in the first place?
A repeated workaround may be telling us that there is a gap between the standard and the way the work is actually happening.

This Week, Look for the Workaround

As you go through your work, ask:

- What should normally happen?
- What actually happens?
- What extra steps do we regularly take to make the process work?
- Have we started accepting those extra steps as normal?

A workaround may help us today.

Continuous Improvement asks whether we should still need that workaround tomorrow.

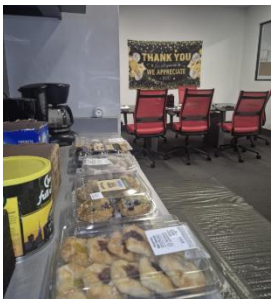
Management & Process

Field Operations Appreciation Day

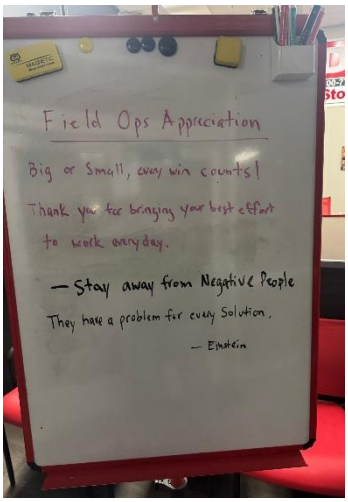
Managers, thank you for all your hard work each day, and for all you've done to make Field Ops Appreciation Week such a special time for our hardworking field associates.

View the photos below to see how some of our locations across the company celebrated last week.

















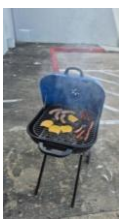










Management & Process

IT Onboarding Automation Expanded to CRT, EMT & SCW Roles

An expansion to our **IT Onboarding Automation process** is now live, as of **Wednesday, September 23**. This addition adds on to the automation that's currently used for driver onboarding, expanding the process to include the following roles:

- **CRT**
- **EMT**
- **SCW**

What's Changing?

As of **September 23**, eligible new hires in these roles will have the following systems and profiles automatically included as part of the onboarding process:

- **ADO Profile**
- **Microsoft Teams**
- **Whip Around**
- **RBMS**

This change eliminates the need for managers to submit individual requests to establish these system requirements for eligible new hires.

Why This Matters

This enhancement is designed to **simplify the onboarding experience and give valuable time back to our field leaders**. By automating these administrative onboarding activities, we can:

- Reduce manual requests and follow-up for managers.
- Create a more consistent onboarding experience for new team members.
- Help ensure required system access is established as part of the onboarding workflow.
- Allow managers to spend more time focused on **welcoming, training, and developing their new team members**.

Manager Action

For eligible **CRT, EMT, and SCW new hires beginning on or after September 23, no additional onboarding request is required for the systems listed above.** The automation will initiate these activities during the onboarding process.

Important – Temporary Hires

Temporary hires are not included in this automation. Managers must continue to use the existing **ServiceNow (SNOW) ticketing request process** for temporary team members who require access to these systems.

This is another step toward simplifying our processes, reducing administrative work for our field leaders, and creating a more consistent experience for our new team members. Thank you for your partnership as we continue improving and automating our onboarding processes.

Management & Process

New PODZILLA Refresher Safety Training Program LIVE Now

A new PODZILLA Refresher Safety Training Program has been developed for associates involved in a PODZILLA incident. The purpose of the training is to reinforce safety expectations, improve safety awareness, and confirm comprehension of key safety principles following a safety incident. The type of incident that would justify this refresher training would include, but is not limited to, hitting a gutter, vehicle, tree, or any other stationary object.

The refresher training will consist of:

- **Course 1:** Safe Container Delivery
- **Course 2:** Site Hazard Assessment
- **Final Assessment:** Comprehensive exam to measure understanding and retention of course content

Training Assignment Requirements

1. Safety will notify the market manager and Ops Safety Training of the need for training. Upon notification that refresher training is required, Ops Safety Training will assign the required training as soon as practicable, but no later than 24 hours after receiving the notification.
2. Once the training is assigned, associates will be required to complete the training prior to starting their route on their next assigned work day.
3. For accidents or incidents occurring on **weekends or holidays**, Ops Safety Training will assign the required training as soon as practicable the following workday.

Training will not be considered a valid justification for overtime or exceeding Hours of Service regulations. Training is expected to be completed during regularly scheduled work hours.

NOTE: Associates may be restricted from operating a PODZILLA until the required refresher training has been completed.

Compliance

The market manager will be responsible for ensuring the training is completed in the timeframe required. Safety will be notified of any associate who does not complete the training on time

Ship Your BXF Containers, Clear Your Space

Send Formall BXF containers to your closest manufacturing HUB for disposal

- Retire all Formall BXF containers as they come off rent
- Tag as OOS; send to HUBS or Scrap at the market
- No need to bundle in packages of 6
- Does not apply to Wabash brand foldable containers
- Formall BXF Manual is attached
  - To disassemble; follow assembly steps in reverse
- If you cannot fold the Formall BXF containers locally, you can ship them to the closest HUB
- Contact Logistics whenever you have a Formall BXF container ready to go, and they will schedule pickup



NOTE: *If you prefer to scrap Formall BXF containers at the local scrap yard, you must first contact Asset Management for instructions and complete a Container Disposal Form.

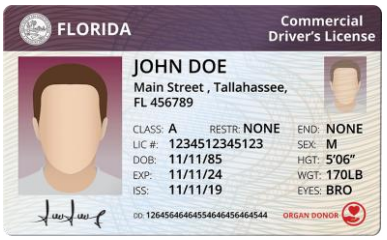
Management & Process

Reminder: All Drivers MUST Obtain CDL License by December 31

All PODS non-CDL drivers are required to obtain a Commercial Driver's License (CDL) by the end of the year.

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



Use Only WEX Connect for WEX App Services

To help eliminate confusion, please use **WEX Connect** as the primary WEX application. This is the **ONLY** application intended for driver use and support going forward.

If you currently have other WEX applications installed, such as WEX CardControl administrative or legacy WEX apps, those applications may not be intended for driver use. We are reviewing them and will communicate any necessary changes separately.

Action Required

- Use **WEX Connect** for your WEX-related activities
- If you encounter issues with WEX Connect, **submit a Service Desk ticket** with a description of the issue and screenshots if available
- If you are unsure which WEX application you have installed, contact the Service Desk for assistance

Process Update: Steel Roof Replacement Certification

Associates who need to be enrolled in the Steel Roof Certification Program should now **contact** PODSU@pods.com to begin the certification process. Certification will include both the required training and practical evaluation and must be signed off by a currently certified trainer before the associate is authorized to perform steel roof repairs independently.

To be considered certified, an associate must have completed all of the following requirements:

- The required **eLearning course**
- The **hands-on practical evaluation**
- Documentation uploaded and recorded in **UKG**

Associates who **have not** completed all three requirements are **not authorized** to perform these repairs.

Management & Process

Best Practice: Mark Events as "Coachable" Before Coaching/Dismissing

When going through your events in Motive, it is important that you make it a habit to move events to "coachable" before coaching and marking the event as "coached," or even before dismissing the event.

By marking the event as "coachable," it allows the driver to see video of the event prior to the event being coached or dismissed.

